

Reopening Guidelines for Foodservice Establishments

(Last updated November 20, 2020)

Province	British Columbia
Orders and Guidance	<p>Restart Guide Foodservice Guide to Reopening Return to Safe Work Orders for Vancouver and Fraser Valley Health Regions</p>
Dine-In	<p>As of September 8</p> <ul style="list-style-type: none"> All nightclubs and stand-alone banquet halls have been ordered to close by the Provincial Health Officer until further notice. Liquor sales in all bars, lounges, pubs and restaurants must stop at 10:00 pm and they must close by 11:00 pm If a bar, lounge, pub or restaurant provides a full meal service, they may stay open later, but must not serve liquor until 11:00 am the next morning Music or other background sounds, such as from televisions in bars, lounges, pubs and restaurants must be no louder than the volume of normal conversation <p>Additional guidelines:</p> <ul style="list-style-type: none"> Guests can dine in groups, up to six people Guests must maintain a 2 m distance from other tables and other groups, including bar and patio seating In licensed settings, guests must be assigned to a table, booth or counter and shown to their seats There is no liquor self-service allowed Capacity may be limited to accommodate physical distancing If a restaurant, cafe or pub holds an event, no more than 50 people can attend If live music is performed, barriers must be in place between performers and guests Guests should not sing or dance, dance floors are closed
Employee PPE	<ul style="list-style-type: none"> Implement measures to ensure workers can maintain a distance of two metres when serving or working with or near members of the public. <p>Where physical distance cannot be maintained:</p> <ul style="list-style-type: none"> Consider separating people with partitions or plexiglass barriers. Where other measures are not sufficient, consider the use of masks, understanding that these have limitations.

Employee Health Checks	<p>The provincial health officer and the BC CDC have issued the following guidance around self-isolation, which must be reflected in your policies:</p> <ul style="list-style-type: none"> • Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache. • Anyone under the direction of the provincial health officer to self-isolate must follow those instructions. • Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
Customer Health Checks/PPE	<p>The provincial health officer and the BC CDC have issued the following guidance around self-isolation, which must be reflected in your policies:</p> <ul style="list-style-type: none"> • Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache. • Anyone under the direction of the provincial health officer to self-isolate must follow those instructions. • Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
Sanitation	<ul style="list-style-type: none"> • Provide adequate hand-washing facilities on site for all workers and ensure the location is visible and easily accessed. Develop policies around when workers must wash their hands, including upon arriving for work, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment. • Implement a cleaning protocol for all common areas and surfaces, including washrooms, equipment, tools, common tables, desks, light switches, and door handles. Ensure those engaged in cleaning have adequate training and materials. • Remove any unnecessary tools or equipment that may elevate the risk of transmission, including items like coffee makers and shared utensils and plates.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Guests must maintain a 2 metres distance from other tables and other groups, including bar and patio seating. • There must be no more than six patrons seated at one table or booth or standing together, even if they belong to the same party. • There must be a distance of two metres between the backs of the seats of patrons seated at adjacent tables or booths, even if members of the same party are seated at adjacent tables or booths, unless the adjacent tables or booths are separated by physical barriers. • You must determine the maximum number of patrons that can be accommodated safely on your premises, taking into consideration the factors set out in paragraphs 1, 2, 3 and 4 and must document this maximum number in your safety plan. • You must monitor the number of patrons present on your premises and ensure that the number present does not exceed the maximum number in your safety plan.

Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> • Yes: Click here for details
Other Operational Guidelines	<ul style="list-style-type: none"> • Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. • This plan follows the six steps outlined below. Employers must involve frontline workers, joint health and safety committees, and supervisors in identifying protocols for their workplace. • Employers are not required to submit plans to WorkSafeBC for approval, but in accordance with the order of the Provincial Health Officer, this plan must be posted at the worksite. • During a WorkSafeBC inspection, we will ask employers about the steps they have taken to protect their workers or to see the plan if it has been developed.

Province		Alberta
Orders and Guidance	Alberta's Staged COVID-19 Relaunch Alberta's Relaunch Strategy Alberta Phase Two Reopening Announcement Guidance for Restaurants Cafes Pubs and Bars	
Dine-In	<ul style="list-style-type: none"> • There is no cap on capacity for restaurants, cafes, pubs and bars, as long as there is a two metre distance or appropriate barriers between dining parties. 	
Employee PPE	<ul style="list-style-type: none"> • PPE is necessary when physical distancing of 2 metres or physical barriers cannot be maintained by administrative and engineering controls. • Examples of PPE include gloves, eye protection (goggles or face shields), gowns, and face masks. Many industries have specific PPE standards they follow to ensure the safe operation of their settings and services. • Wait staff and servers should try to maintain two metres of distance from patrons wherever possible. When maintaining two metres of distance or using a physical barrier is not possible, servers should wear a face mask. 	

Employee Health Checks	<ul style="list-style-type: none"> Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks.
Customer Health Checks/PPE	<ul style="list-style-type: none"> Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.
Sanitation	<p>Notify attendees of the steps being taken to prevent the risk of transmission and the importance of their roles in these measures.</p> <ul style="list-style-type: none"> COVID-19 signage should be posted in highly visible locations: “Help prevent the spread” posters are available. When possible, provide necessary information in languages that are preferred by attendees. Thoroughly sanitize each table after patrons leave. Washroom capacity should allow for distancing between guests. For example, consider closing alternate urinals. Washroom sanitation and supervision should be enhanced. Staff should perform hand hygiene frequently. Common touch devices, including digital ordering devices, bill presenters, self –serve beverage stations and touch-screen mobile ordering kiosks, must be regularly cleaned and disinfected.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> Dining parties may be up to 6 patrons; no more than 6 individuals are allowed to sit at larger tables. Diners should be reminded that it is recommended that only members of the same household or cohort family be seated together at a table. Arrange tables and chairs so that a two metre distance is maintained between each dining party. Aisles should be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow to help maintain distancing. Physical barriers should be installed where tables cannot be adequately separated. For example, heighten barriers between. Wait staff and servers should try to maintain two metres of distance from patrons wherever possible. When maintaining two metres of distance or using a physical barrier is not possible, servers should wear a face mask.
Changes to Payment Systems	<ul style="list-style-type: none"> Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> Yes: Download the app, click here.

Other Operational Guidelines	<ul style="list-style-type: none"> Remove table condiments and other frequently touched items (for example, salt and pepper shakers, ketchup, hot sauce). Consider keeping music to a low volume to help patrons avoid leaning in to hear one another.
Province	Saskatchewan
Orders and Guidance	<u>Reopen Saskatchewan Downloadable Guide</u>
Dine-In	<ul style="list-style-type: none"> Restaurants, bars/nightclubs, lounges, food courts, cafeterias, cafés, bistros and similar facilities re-opened in Phase 3 at up to 50 per cent of regular seating capacity. Effective July 6, these facilities are permitted to maintain an occupancy level that allows staff and customers to maintain appropriate physical distancing. These guidelines apply to indoor and outdoor seating areas. In addition to these guidelines, all other applicable provincial regulations and standards must be followed.
Employee PPE	<ul style="list-style-type: none"> Physically distancing of two metres (six feet) is always the first choice for protection from other staff or customers. For staff that cannot always physically distance two metres, the use of non-medical masks or face coverings is required by Public Health Authorities. Operators should supply this equipment. Whenever possible, staff must maintain two metres of separation from other staff and customers. However, physical distancing in certain work environments may be difficult, such as kitchens. If staff are unable to maintain two metres away from coworkers, other actions may be necessary, including self-monitoring of personal health, supervision. Glove use is not required nor recommended. If staff are using gloves, they must be changed after every interaction, as well as when changing tasks. Hand hygiene must be performed between every glove change. This includes hand washing with soap and water or an alcohol-based.
Employee Health Checks	<ul style="list-style-type: none"> Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks. It is recommended that facilities review their employee illness policies to ensure staff are able to remain home when ill (as is required). Facilities are encouraged to have plans in place for increased worker absences due to illness or isolation. Workplaces should have a workplace illness policy. If policies do not exist or are not in line with COVID-19 recommendations, workplaces should ensure that all sick employees must stay home or be sent home from work. If employees go home sick, their work areas and any areas they had contact with must be cleaned and disinfected.
Customer Health Checks/PPE	<ul style="list-style-type: none"> Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.

Sanitation	<p>The COVID-19 virus can survive for several days on different surfaces and objects. Frequent cleaning and disinfection is important to prevent the spread of the disease.</p> <ul style="list-style-type: none"> • Maintain a cleaning schedule and ensure staff are adequately assigned and trained for additional cleaning, sanitizing and disinfection duties to help reduce transmission of COVID-19. • Place an alcohol-based hand sanitizer approved by Health Canada (DIN or NPN number) in dispensers or soap and water hand washing stations near doors, pay stations, washrooms and other high-touch locations for customers. • Customers should be encouraged to wash or sanitize their hands prior to and following eating. • Increase cleaning and disinfection of commonly contacted areas, including doorknobs, handles, counters, chairs, payment machine terminals and/or self-pay stations, and light switches. Common touch areas include those 52 accessed by customers and employees. • Thoroughly clean and sanitize tables after each customer. Tablecloths must be removed and discarded or laundered between customers. Any food contact surfaces must be sanitized as per the Provincial Public Eating Establishment Standards (100 ppm bleach, 200 ppm QUAT) or immediately rinsed following disinfection. • Remove common touch items from tables, including condiments, salt, pepper, napkin holders, menus and special displays/decor. • Utensils should be used to serve food items (not fingers). • Menus must be cleaned and disinfected between each customer. If menus cannot be cleaned and sanitized (e.g. paper menus) they must be discarded after use. Where possible, consider using alternative menus instead of traditional menus, such as digital menu boards, online menus, large chalkboards or online pre-ordering. • Ensure employee and public washrooms are cleaned and disinfected with increased frequency, are always well stocked with liquid soap and paper towels, and that warm running water is available. • Garbage bins should be emptied frequently.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Seating must be limited to 50 per cent of maximum capacity and set up in a way to maintain two metres of physical distancing between dining parties. • Physical barriers should be installed where tables cannot be adequately separated. For example, raised barriers should be installed between adjoining booths. • Only members of the same dining party should be seated together. A maximum of six people can be seated together at the same table. Larger groups will have to occupy more than one table, while maintaining physical distancing between tables. • Aisles must be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow to help maintain distancing. • Operators must promote physical distancing wherever possible – for customers and staff – including waiting areas, bar seating, food pick-up areas and payment lines. • Use physical line controls when possible, such as crowd control cordons at entrances and pick-up lines. Place markers (e.g. tape or cones) every two metres as visible cues to support physical distancing.

Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> • Not applicable
Other Operational Guidelines	<ul style="list-style-type: none"> • N/A

Province	Manitoba
Orders and Guidance	<p>COVID-19 Resources Restoring after COVID-19 Restrictions in specific areas</p>
Dine-In	<ul style="list-style-type: none"> • The Manitoba Government announced that they were placing the entire province under the Critical (Red) level of the pandemic response system as of Thursday, November 12. • This requires all restaurants to close indoor dining. They will only be allowed offer delivery, drive-thru and takeout. • Further information on all measures implemented by this announcement can be found in the government's backgrounder.
Employee PPE	<ul style="list-style-type: none"> • Personal protective equipment (PPE) should be used on the advice of an organization's occupational health and safety officer/designate and is based on a risk assessment that considers both the risk associated with a specific task/activity as well as the characteristics of the source of the infection (e.g. a sick person or a contaminated environment). • PPE must be used in combination with physical distancing, hand hygiene and other control measures.
Employee Health Checks	<ul style="list-style-type: none"> • Assign employees who are at increased risk of serious illness from COVID-19 (such as people with a weakened immune system, living with a chronic disease or aged 60 years or older) to job tasks that lowers their risk of exposure. • Review sick-leave policies and requirements for medical (sick) notes to encourage employees to stay home when ill. • Ensure emergency contact information is current for all employees. • Emphasize that employees must stay home if they are experiencing symptoms of COVID-19 (such as cough, fever, runny nose, sore throat, breathing difficulties). Information about what employers can do to help employees who are experiencing symptoms can be found at: https://www.gov.mb.ca/asset_library/en/coronavirus/workplace_responsibilities.pdf • Encourage employees and volunteers to remain current with information related to COVID-19 by regularly accessing manitoba.ca/COVID19.
Customer Health Checks/PPE	<ul style="list-style-type: none"> • Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. • Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.

Sanitation	<ul style="list-style-type: none"> • Ensure there is a routine regime in place for overall sanitation of the workplace, including frequently cleaning and sanitizing washrooms. • Discard equipment, instruments and/or materials that cannot be disinfected between patrons and sanitize shared surfaces, tools and equipment before/after use as well as in between users. • Regularly clean workstations and objects with disinfectants that are touched frequently, such as doorknobs, handles, elevator buttons and railings. This includes regularly disinfecting electronic devices (such as phones, tablets, laptops and payment devices) with an alcohol (70 per cent) wipe. Businesses are encouraged to increase the frequency of cleaning workstations and worksites to at least two times per day. • Provide cleaning supplies for employees to clean and disinfect their workspaces.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Occupancy limits of 50 per cent of normal business levels remain, as long as tables and seating are arranged so that there is at least a two-metre separation between persons sitting at different tables. • Restaurants may reopen patios and indoor spaces at 50 per cent capacity, as long as tables and seating are arranged so that there is at least a two-metre separation between persons sitting at different tables.
Changes to Payment Systems	<ul style="list-style-type: none"> • Encourage cashless or no-contact payment to the greatest extent possible. • Close public-use items, such as water fountains, onsite snack bars, coffee bars and other confectionery style counters. • Install plexiglass or other form of physical enclosures or barriers to separate employees and patrons, particularly in instances where a two metre distance cannot be consistently maintained.
Contact Tracing	<ul style="list-style-type: none"> • FAQ, click here
Other Operational Guidelines	<ul style="list-style-type: none"> • Dance floors and other common activity areas, such as pool tables, dartboards and video lottery terminals are to remain closed.
Province	Ontario
Orders and Guidance	<p>COVID-19 Response Framework: Keeping Ontario Safe and Open (Updated Nov. 3)</p> <p>Restaurants Canada has created an easy-to-use chart to help foodservice businesses navigate the public health measures required where they operate. Establishments must comply with all measures up to and including the level assigned to their jurisdiction.</p>

Dine-In	<p>The Government of Ontario announced that the province is moving certain public health unit regions to new levels of the COVID-19 Response Framework, effective Monday, November 23, 2020 at 12:01 a.m.</p> <p>Toronto and Peel will enter the Lockdown (grey) level, which means restaurants, bars, and food and drink establishments will only be able to provide takeout, drive-thru and delivery. Indoor and outdoor (patio) dining services will be prohibited.</p> <p>Durham Region and Waterloo have been added to the Control (red) level, joining Hamilton, Halton, and York Region. Rules for jurisdictions operating under this level include:</p> <ul style="list-style-type: none"> • 10 person indoor capacity limit • Outdoor dining, takeout, drive-thru and delivery permitted • Dancing, singing, and live performance of brass or wind instruments are prohibited • Ottawa has moved out of the Control (red) level and into the Restrict (orange) level. <p>A full list of jurisdictions changing levels under the province’s COVID-19 response framework can be found on Ontario.ca, click here.</p> <p>Restaurants Canada has created an easy-to-use chart to help foodservice businesses navigate the public health measures required where they operate. Establishments must comply with all measures up to and including the level assigned to their jurisdiction.</p>
Employee PPE	<p>The Government of Ontario has also introduced a new requirement for eye protection for workers who are within 2 metres of patrons without face coverings. This means that servers will be required to have eyewear or a face shield if serving customers who are unmasked.</p> <ul style="list-style-type: none"> • Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them. • Wash your hands often with soap and water or alcohol-based hand sanitizer. • Sanitize often, between each transaction if possible. • Wash or sanitize hands after making or receiving deliveries. • Physically distancing of two metres (six feet) is always the first choice for protection from other staff or customers. For staff that cannot always physically distance two metres, the use of non-medical masks or face coverings is required by Public Health Authorities. Operators should supply this equipment.
Employee Health Checks	<ul style="list-style-type: none"> • Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks.
Customer Health Checks/PPE	<ul style="list-style-type: none"> • Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. • Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal. • Most municipalities require customers to wear face masks when not eating, please refer to this link for more details

Sanitation	<ul style="list-style-type: none"> • Provide ways to properly clean hands, by providing access to soap and water or alcohol-based hand sanitizer. • Provide cashiers, drive-through operators, delivery staff and other customer-facing staff with hand sanitizer for their use only. • Have all employees and visitors wash their hands thoroughly with soap and water before entering the workplace and after contact with surfaces others have touched. • Include handwashing before breaks and at shift changes. • Provide a safe place for customers to dispose of used sanitizing wipes and personal protective equipment. • Clean washroom facilities. • Sanitize commonly-touched surfaces or areas such as entrances, counters, washrooms and kitchens. • Sanitize shared equipment (where sharing of equipment cannot be avoided). • Post hygiene instructions in English or French and the majority workplace language so everyone can understand how to do their part. • Introduce more fresh air by increasing the ventilation system's air intake or opening doors and windows. Avoid central recirculation where possible.
Distancing and Occupancy Restrictions	<p>Establishments must take appropriate measures to ensure physical distancing of at least two metres between patrons from different households, including:</p> <ul style="list-style-type: none"> • Using reservations. • Limiting number of patrons allowed in the outdoor space at one time. • Ensuring enough space between tables, including to allow for movement. • Add floor markings and barriers to manage traffic flow and physical distancing.
Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<p>Contact tracing resources, click here</p> <p>In Toronto: This is the most expansive requirement. Previously, operators were required to take a name and phone number for one person in each dining party. Under the new by-law, this information must include:</p> <ul style="list-style-type: none"> • Name, email address, and phone number • Date • Party check-in and departure time • Party's table number or location <p>This information must be available at the request of the Medical Officer of Health and must be stored for 30 days and then destroyed. In addition, operators must display a sign at all entrances informing patrons of the collection of the information and the reason for it. Toronto PHU has not provided a template for this sign but is working on one.</p>

Other Operational Guidelines	<p>All employers must post and communicate COVID-19 policies to workers.</p> <p>These policies should cover how the workplace will operate, including, but not limited to:</p> <ul style="list-style-type: none"> • The sanitization of the workplace • How workers report illnesses • How to ensure physical distancing • How work will be scheduled • Screening measures
Local Exceptions	
Province	Quebec
Orders and Guidance	<p><u>COVID-19 Plan</u> <u>Action plan for second wave</u></p> <p>Some areas of Quebec have moved into level 4 or the Red Zone. Please check the government website to abide by the rules for those regions. Level 4 - Maximum alert applies more restrictive measures in a targeted manner, which can go as far as stopping non-essential activities for which the risk cannot be sufficiently controlled, avoiding as much as possible generalized containment as in the first wave of the pandemic.</p>
Dine-In	<p>Restaurants must implement measures to ensure that members of the public when not seated are reasonably able to maintain a separation of at least two metres from others, except for brief exchanges.</p> <p>If your region is in level 4 please abide by the following:</p> <p>Restaurants:</p> <ul style="list-style-type: none"> • Closed dining rooms • Delivery, take-out and drive-thru only <p>Bars, brasseries, taverns, casinos:</p> <ul style="list-style-type: none"> • Closed <p>Microbreweries and distilleries, closed only for their on-site food or beverage consumption services</p> <p>Restaurants must implement measures to ensure that members of the public when not seated are reasonably able to maintain a separation of at least two metres from others, except for brief exchanges.</p>
Employee PPE	<ul style="list-style-type: none"> • Physically distancing of two metres (six feet) is always the first choice for protection from other staff or customers. For staff that cannot always physically distance two metres, the use of non-medical masks or face coverings is required by Public Health Authorities. Operators should supply this equipment.

Employee Health Checks	<ul style="list-style-type: none"> • Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks. • It is recommended that facilities review their employee illness policies to ensure staff are able to remain home when ill (as is required). Facilities are encouraged to have plans in place for increased worker absences due to illness or isolation. • Workplaces should have a workplace illness policy. If policies do not exist or are not in line with COVID-19 recommendations, workplaces should ensure that all sick employees must stay home or be sent home from work. • If employees go home sick, their work areas and any areas they had contact with must be cleaned and disinfected.
Customer Health Checks/PPE	<ul style="list-style-type: none"> • Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. • Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.
Sanitation	<p>Ensure efficient operation and maintenance of the ventilation systems, according to the regulatory requirements for the type of facility and the tasks performed;</p> <ul style="list-style-type: none"> • Clean the sanitary facilities at least every shift and disinfect them daily; • Clean the meal areas before each meal and disinfect them daily. For example: <ul style="list-style-type: none"> • the refrigerator door handle, • chair backs, • microwaves; • Clean the frequently touched surfaces at least every shift and when they are visibly soiled. For example: <ul style="list-style-type: none"> • tables, • counters, • doorknobs, • faucets, • toilets, • telephones, • computer accessories;
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Seating must be limited to 50 per cent of maximum capacity and set up in a way to maintain two metres of physical distancing between dining parties. • Physical barriers should be installed where tables cannot be adequately separated. For example, raised barriers should be installed between adjoining booths. • Only members of the same dining party should be seated together. A maximum of six people can be seated together at the same table. Larger groups will have to occupy more than one table, while maintaining physical distancing between tables. • Aisles must be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow to help maintain distancing. • Operators must promote physical distancing wherever possible – for customers and staff – including waiting areas, bar seating, food pick-up areas and payment lines. • Use physical line controls when possible, such as crowd control cordons at entrances and pick-up lines. Place markers (e.g. tape or cones) every two metres as visible cues to support physical distancing.

Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> • Provide feedback, click here
Other Operational Guidelines	<ul style="list-style-type: none"> • N/A
Province	Newfoundland and Labrador
Orders and Guidance	A Guide to Living with COVID-19 Pandemic Update
Dine-In	Restaurants must implement measures to ensure that members of the public when not seated are reasonably able to maintain a separation of at least two metres from others, except for brief exchanges.
Employee PPE	<ul style="list-style-type: none"> • Workplaces should provide employees with resources such as gloves, non-medical (cloth) masks, tissues, no-touch trash receptacles, hand soap, alcohol-based hand sanitizers, disinfectants, and disposable towels to promote a safe and hygienic work environment • Physically distancing of two metres (six feet) is always the first choice for protection from other staff or customers. For staff that cannot always physically distance two metres, the use of non-medical masks or face coverings is required by Public Health Authorities. Operators should supply this equipment.
Employee Health Checks	<p>All workers must self-monitor for symptoms and stay home if they are sick.</p> <ul style="list-style-type: none"> • Employers should have plans in place for increased worker absences due to illness or selfisolation requirements. <p>All businesses should have a workplace illness policy. If a policy does not currently exist or does not align with COVID-19 recommendations the following should be included:</p> <ul style="list-style-type: none"> • Sick employees must stay home or be sent home from work; • For employees housed in workplace accommodations (i.e., work camps), sick employees must be confined to their rooms until cleared for re-entry into the workforce; • Sick employees must use the self-assessment tool for COVID-19 and follow the subsequent directions; and, When employees go home sick, their work areas must be cleaned and disinfected.

Customer Health Checks/PPE	<ul style="list-style-type: none"> • Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. • Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.
Sanitation	<ul style="list-style-type: none"> • Washrooms may be open to staff and the public, but increased cleaning and disinfection must take place. Ensure employee and public washrooms are always well stocked with liquid soap and paper towels, and that warm running water is available. Contactless garbage bins should be available and emptied frequently. • Table cloths and napkins should be discarded if disposable, or properly laundered between customers if re-usable. • Use digital menu boards, large chalkboards, or online pre-ordering alternatives instead of traditional menus. If this is not possible, consider single-use disposable menus or sanitize plastic menus between customers. • Remove salt and pepper shakers, sauce dispensers, candles, and other table top items. Provide only if requested and replace with thoroughly cleaned and sanitized ones. Consider single-use options. Anything that cannot be cleaned and sanitized after use should not be at the table. • Tables, chairs, cheque presenters and any non-disposable item an individual touches/uses should be sanitized in between customers • Don't touch beverage glasses or cups when refilling. Consider providing refills in new cups only. <p>For more information on cleaning and sanitation click here.</p>
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Workplaces are exempt from the limitations on the number of people in gatherings; however, physical distancing of two-metres (or two arm's lengths) between individuals should be maintained as much as possible. • Operations may need to be altered or postponed to maintain physical distancing.
Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> • More information, click here
Other Operational Guidelines	<ul style="list-style-type: none"> • Buffets and other self-serve options (such as hot dog displays, shared condiment dispensers, ice cream bars) are not permitted. • Spaces and recreation areas that promote congregation of patrons, including but not limited to children's play/activity spaces, dance floors, and karaoke areas are not permitted. • Multi-use crayons/supplies are not permitted. However, Video Lottery Terminals (VLTs) are permitted (see below).
Local Exceptions	

Province	New Brunswick
Orders and Guidance	<p><u>Embracing the New Normal News Release COVID-19 Phases of Opening</u></p> <p>The Government of New Brunswick has announced that effective 12:01AM Saturday November 21 – Zone 2 - the area from Sussex to St, Stephen’s including the Islands will be moving from Code Yellow to Code Orange. While Code Orange still allows for indoor dining a number of changes have been made to Code Orange that will impact restaurateurs.</p> <p>New <u>Code Orange</u> Requirements for Restaurants</p>
Dine-In	<ul style="list-style-type: none"> Restaurants must implement measures to ensure that members of the public when not seated are reasonably able to maintain a separation of at least two metres from others, except for brief exchanges. <p>For those in Code Orange:</p> <ul style="list-style-type: none"> Indoor dining will be limited to a single household bubble Capacity will be limited to a maximum of 50 patrons per establishment. Operators can have an additional group of up to 50 provided it is in a separately enclosed area that does not require patrons to access through another dining area. Physical distancing of 2m still applies.
Employee PPE	<p>Community face masks (for non-healthcare organizations)</p> <ul style="list-style-type: none"> Have employees wear medical PPE for health-care settings, when required, and non-medical cloth face coverings to protect others, where necessary. <p>Goal: Protect against the spread of COVID-19 by staying up to date and following guidance for community masks.</p> <p>Guiding questions to get you started:</p> <ul style="list-style-type: none"> Does your business/service already have guidelines that require mask use? Have you checked for any updates for new measures during COVID-19? Are you aware of current recommendations on community mask use? In your setting, consider whether you may need to go beyond current recommendations for community masks to best address public health measures? (e.g., where physical distancing poses challenges).

Employee Health Checks	<ul style="list-style-type: none"> • Active or passive screening of employers and patrons. • You should advise any staff and patrons who are either symptomatic, and/or have been advised by Public Health to call TeleCare 8-1-1 to report their symptoms, self-isolate, remain home and not enter the premise. • You should also actively pre-screen staff before the beginning of each shift by using the Screening Questionnaire for COVID-19. In addition, posting information on COVID-19 symptoms such as a fever above 38°C, a new cough, or worsening chronic cough, headache, sore throat, runny nose, a new onset of fatigue, a new onset of muscle pain, diarrhea, loss of sense of taste, loss of sense of smell, and, in children, purple markings on the fingers and toes, will help to enable and reinforce passive screening of patrons.
Customer Health Checks/PPE	<ul style="list-style-type: none"> • Active or passive screening of employers and patrons.
Sanitation	<ul style="list-style-type: none"> • Ensure that all common areas are cleaned and disinfected twice daily, or more often as required. As an example, items such as countertops, chairs (including below the front of the seat), rental/shared equipment, cashier equipment, light switches, public washrooms, door knobs, and furniture will need to be disinfected more frequently throughout the day. • Regular household cleaners, disinfectant wipes or a diluted bleach solution can be used according to the label directions. Use disposable gloves when cleaning surfaces. • Make sure that other staff and patrons are removed from the area during clean-up.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Patrons and staff must not be permitted to congregate in groups. Patrons must always maintain a minimum of two metres between themselves and others, with the exception of members of the same household or “bubble”. This may result in alterations to how your workplace is set up, how activities would normally occur, or how patrons and staff would normally interact and go about business. • Where possible, a designated staff member should monitor adherence to physical distancing requirements. Situations where close contact cannot be avoided might deserve special considerations for mutual protection such as installing a plexiglass screen at the cash or another type of physical barrier. • Community masks or other forms of protection may be used as a last resort. In elevators, limit the number of people getting into each car to no more than two at a time. People should consider only riding the elevator with their own family, taking the stairs, or waiting for the next elevator.
Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, always ensure regular handwashing and have minimum 60% alcohol-based hand sanitizer readily available. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase.
Contact Tracing	<ul style="list-style-type: none"> • More information, click here

Other Operational Guidelines	<ul style="list-style-type: none"> N/A
Province	Nova Scotia
Orders and Guidance	<p><u>Reopen Nova Scotia</u></p> <p>The Government of Nova Scotia has announced that changes will be made to the gathering limits in urban and suburban Halifax. Effective 12:01AM, Monday, November 23, restaurants and bars will be limited to a maximum of 5 patrons per table. These restrictions will be in place until December 21.</p>
Dine-In	<ul style="list-style-type: none"> Restaurants must implement measures to ensure that members of the public when not seated are reasonably able to maintain a separation of at least two metres from others, except for brief exchanges. Restaurants and bars in urban and suburban Halifax will be limited to a maximum of 5 patrons per table. These restrictions will be in place until December 21.
Employee PPE	<p>Masks can be a commercial non-medical mask or a homemade mask that covers your nose and mouth. A face shield cannot be worn instead of a non-medical mask. Face shields protect your eyes, but don't protect other people.</p> <p>Non-medical masks should:</p> <ul style="list-style-type: none"> Allow for easy breathing Fit securely to the head with ties or ear loops Maintain their shape after washing and drying Be changed as soon as possible if damp or dirty Be comfortable and not require frequent adjustment Be made of at least 2 layers of tightly woven material fabric (like cotton or linen) Be large enough to completely (and comfortably) cover the nose and mouth without gaping <p>Non-medical masks shouldn't:</p> <ul style="list-style-type: none"> Impair vision or interfere with tasks Be made of non-breathable materials Be made of plastic, unless there are at least 2 layers of tightly woven material fabric (like cotton or linen) surrounding the plastic, without gaping Be secured with tape or other inappropriate materials Be made exclusively of materials that easily fall apart, such as tissues Be shared with others Have exhalation valves

Employee Health Checks	<ul style="list-style-type: none"> • Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks. • Voluntary testing will also be available for bar and restaurant staff in Halifax for a period of 7 days beginning the week of November 23, 2020. Information on this testing will be available soon.
Customer Health Checks/PPE	<ul style="list-style-type: none"> • Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. • Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.
Sanitation	<ul style="list-style-type: none"> • Keep your workplace clean. • Clean and disinfect workspaces (a minimum of twice a day, or as required). Pay special attention to high-touch surfaces like doorknobs, light switches and railings, and commonly used areas such as tabletops. • Wash with soapy water first. Then disinfect using household cleaning products, following the directions on the label, or a solution of 5 mL of bleach per 250 mL of water, or 20mL per litre. • Disinfect phones, remote controls, computers and other handheld devices with 70% alcohol or wipes.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Stay 2 metres (6 feet) away from other people as much as possible, unless you’re in your group of 10. • Keep your group of 10 consistent, as much as possible.
Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> • Restaurants Canada and the Nova Scotia Public Health Officials have recently made changes to the Restaurant Operational Guidelines to make contact tracing mandatory for all full service restaurants in the province. • Full service restaurants throughout Nova Scotia will also be required to keep a contact tracing log. Operators will be required to keep the name, date and email or phone number of at least one person per party. This information should be kept for at least 28 days and then destroyed. • The revised guidelines also incorporate previous changes such as mandatory mask requirements and liquor licensed hours of operation.

Other Operational Guidelines	<ul style="list-style-type: none"> To reopen, sector associations representing businesses and organizations that were required to close under the Health Protection Act Order must develop and comply with a Workplace COVID-19 Prevention Plan for their sector. Public Health is meeting with sector associations to share public health principles and provide information to help them develop their plans. Plans need to show how the sector will comply with the Health Protection Act Order and public health directives (including social distancing) and ensure the safety of employees and customers. Sector associations representing businesses and organizations that were required to close need to submit their plans to government for approval (send plans to nseconomy@novascotia.ca).
Province	Prince Edward Island
Orders and Guidance	<u>Renew PEI Together</u> <u>Food Establishment Guide to Reopening The New Normal</u>
Dine-In	<ul style="list-style-type: none"> The maximum indoor seating capacity for all food premises is up to 50 patrons. As of October 1: Capacity has been increased by the introduction of a multiple group system where several groups of 50 can gather within a restaurant. With the “New Normal”, premises may have more than 50 patrons seated indoors following the <u>Multiple Gatherings Guidance</u>
Employee PPE	<ul style="list-style-type: none"> Physical barriers should be in place where the two metre (six feet) physical distance between tables is not possible. (e.g., heighten barriers between booths). If work activities mean that physical distancing cannot be maintained at all times, employers are strongly recommended to require the use of masks as an additional measure. Physically distancing of two metres (six feet) is always the first choice for protection from other staff or customers. For staff that cannot always physically distance two metres, the use of non-medical masks or face coverings is required by Public Health Authorities. Operators should supply this equipment.
Employee Health Checks	<ul style="list-style-type: none"> Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks.
Customer Health Checks/PPE	<ul style="list-style-type: none"> The Government of PEI announced that non-medical masks will be mandatory in all public places including restaurants. Masks can be removed to eat or drink but must be worn in common areas including halls and washrooms. This new measure is effective beginning 12:01AM Friday, November 20 continuing until February 15, 2021 unless something significant changes. Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19. Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.

Sanitation	<ul style="list-style-type: none"> • Develop and establish hand hygiene policies and procedures for all staff members. Post handwashing signs near all sinks. • Establish hygiene practices that address the needs of the workplace that includes the requirement to wash or sanitize hands after coming into contact with public items, such as an ID when verifying a person's age. • Have hand sanitizer (with 60-80% alcohol) available to patrons and staff members. Install additional dispensers as needed. • Tables, vinyl or laminated menus, and seats should be cleaned and sanitized when tables turn. Remove all items when turning a table. • Establish cleaning procedures for condiments and other items brought to the table or available for sharing. Ensure they are cleaned and sanitized between uses. • Clarify procedures for cleaning staff areas and train accordingly. • Clean bathrooms thoroughly and on a more frequent basis. Install additional touch-free soap and paper towel dispensers, if possible. • Enhance cleaning of all frequent touchpoints including walls, tables, chairs, barstools, coasters, condiments, coat hooks, restrooms, doors including front door, restroom door, staff doors to office, kitchen, and breakroom. • Develop a cleaning schedule and assign and train a staff member who is responsible for completing cleaning tasks and ensuring these tasks are completed. • Create a process to track what has been cleaned, when, and by whom.
Distancing and Occupancy Restrictions	<ul style="list-style-type: none"> • Physical distancing (2 metres/6 feet) must be maintained between patrons at different tables as well as for patrons at the bar or in the waiting area(s). • This applies to both indoor and outdoor (patio) seating areas. • The maximum number of patrons per table is six.
Changes to Payment Systems	<ul style="list-style-type: none"> • Use of electronic payment devices are preferred when possible. However, if you must handle money, ensure that employees are practicing effective hand hygiene after each instance by washing their hands with soap and water or using an alcohol-based hand sanitizer that contains at least 60 per cent alcohol. • Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase. • Limit the exchange of papers (e.g., signing contracts). If documents must be exchanged, leave them on a clean surface while maintaining a two-metre distance. • Avoid sharing pens and office equipment. Disinfect after each use.
Contact Tracing	<ul style="list-style-type: none"> • More information, click here
Other Operational Guidelines	<ul style="list-style-type: none"> • N/A