

Renfrew County and District Health Unit

COVID-19 FACT SHEET

Guidance for Food Premise Operators

The Ontario Government has emergency orders and closures in place to reduce contact between people and stop the spread of COVID-19. Food premises such as restaurants, bakeries, bistros, bars, food trucks can now open with certain restrictions. Food premises must still comply with current regulations ([O. Reg. 493/17: FOOD PREMISES \(ontario.ca\)](https://www.ontario.ca/gov/topics/food-premises)) as well as COVID-19 restrictions ([O. Reg. 364/20 \(ontario.ca\)](https://www.ontario.ca/gov/topics/covid-19-restrictions)). More information can also be found at <https://covid-19.ontario.ca/public-health-measures>.

What Should I Be Aware of When operating during COVID-19?

Covid-19 Safety Plan

- Create a [safety plan](#) that describes at a minimum, screening, physical distancing, masks or face coverings, cleaning and disinfecting of surfaces and objects, the wearing of personal protective equipment and preventing and controlling crowding. See section 3.3 of [O. Reg 364/20](#) for complete details.

Proof of Vaccination

- Patrons dining indoors will have to show proof of vaccination, with some exemptions (see [O. Reg. 364/20](#) and accompanying [guidance document](#) for complete details).
- Information about the QR code and app can be found [here](#).
- Facilities should post [proof of vaccination](#) poster at entrance(s).

Capacity Limits

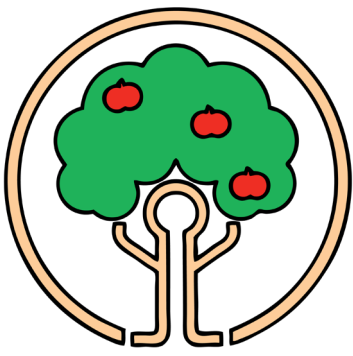
- Food and drink establishments without dance facilities can be at 100% capacity indoors and outdoors.
- Restaurants/bars with dance facilities can operate at no more than 25% capacity.

Masks and Face Coverings

- Face coverings must be worn by all patrons (some exemptions apply) when entering or moving around **inside** facility. When seated, face coverings can be removed to accommodate eating and drinking.
- Masks are required to be worn by all staff and members of the public **outdoors** when within 2m of others outside one's household.
- Staff must ensure they are at least 2m from others when removing their mask i.e. to eat or drink.

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

“Optimal Health for All in Renfrew County and District”



Renfrew County and District Health Unit

COVID-19 FACT SHEET

Guidance for Food Premise Operators

Contact Tracing

- If patrons are dining in and pay for the food service at the end, the operator of the facility must,
 - record the name and contact information of every patron that enters an area of the establishment, unless the patron temporarily enters the area to place, pick up or pay for a takeout order, and
 - maintain the records for a period of at least one month.
- See example of a facility contact tracing log at the end of this document.

Screening and Record Keeping

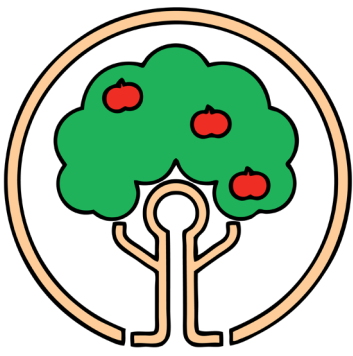
- Dine-in patrons must be [actively screened](#) in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the facility.
- All staff must conduct active screening prior to commencing work.
- Questions for staff/patrons can be asked in person or done online (with passed screening observed prior to entering).
- Questions for staff (workers) and patrons (customers) can be found [here](#).
- Active screening should be documented and kept for at least a month.
- Facilities or businesses open to the public must ensure [guidance on screening](#) is posted at entrance(s).

Hand Hygiene

- Perform hand hygiene either with soap and water or a 70-90% alcohol-based hand sanitizer on a regular basis, especially after using the washroom.
- Provide handwashing facilities and/or an alcohol-based hand sanitizer (70-90%) be provided for public use. Ensure all hand wash sinks are supplied with warm water, soap and paper towels.
- Regularly remind staff of good hygiene practices:
 - Handwashing for at least 20 seconds with soap and water.
 - Gloving is not a substitute for frequent handwashing. If used, gloves must be changed frequently, and hands washed between changes and when gloves are removed.
 - Frequent use of alcohol-based hand sanitizer when hands are not visible soiled.
 - Covering mouth and nose when coughing or sneezing; disposing of tissues and washing hands.

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

“Optimal Health for All in Renfrew County and District”



Renfrew County and District Health Unit

COVID-19 FACT SHEET

Guidance for Food Premise Operators

Cleaning and Disinfection

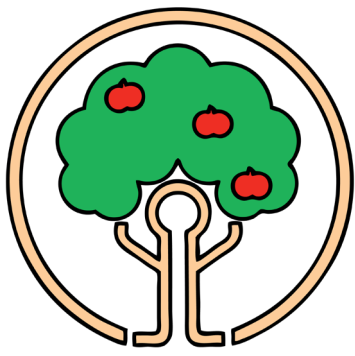
- Make a list of the steps to take to clean/sanitize surfaces and equipment.
- Do frequent cleaning of high touch surfaces, at least once daily. Give attention to key touch points and objects including food contact surfaces, hand contact areas, door handles, switches, tabletops, chairs, sneeze guards, credit card machines and cash registers, electronics, beverage dispenser buttons/knobs, menus, washrooms, taps.
- Supply hand sanitizer dispensers (at least 70% alcohol) to staff and customers, including at the door.
- Use only [approved hard-surface disinfectants](#) that have a DIN.
- Thoroughly clean the premises before opening and after closing each day.
- Shared equipment must be cleaned and disinfected between use with an approved disinfectant.
- Review details on [cleaning and disinfection](#).

Protection and Safety of Staff

- Have staff complete the Ontario government's [self-assessment](#) tool each day before going to work to find out if they are safe to be at work and what to do.
- Staff (servers, table bussers, management) who have any interactions with patrons must wear a face covering at all times.
- Minimize unnecessary contact between customers and staff. Minimize the time staff spend within 2 metres of customers.
- All servers who may come within 2 metres of another person who is not wearing a mask or face covering in a manner that covers that person's mouth, nose and chin while in the indoor area must wear appropriate personal protective equipment that provides protection of the person's [eyes](#), nose and mouth. All personal protective equipment must be worn as is and not modified.
- Allow space for the safe circulation of customers and staff between tables.
- Mark direction of travel to designate entrances and exits, pick up areas and washrooms.
- An employee who has any symptoms must report them to their supervisor, self-isolate immediately and NOT return to work.

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

“Optimal Health for All in Renfrew County and District”



Renfrew County and District Health Unit

COVID-19 FACT SHEET

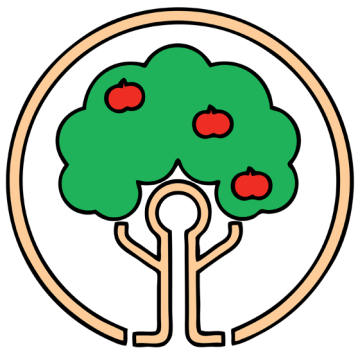
Guidance for Food Premise Operators

Miscellaneous

- Try not to set tables in advance. Utensils should be rolled or packaged and brought out when customers are seated. Consider replacing regular condiments with single serve versions or sanitize between uses. Consider disposable napkins, etc.
- Food must always be protected from contamination. This may include ensuring guards or coverings for food and utensils.
- Buffet/self-serve style service is permitted. Ensure hand sanitizers are provided at the start of buffet line/at self-service stations and used by the public prior to them serving themselves. Consider using menus that are single-use paper, online for customers' mobile devices, menu-boards, chalkboards. If regular menus are used, they need to be disinfected between uses.
- Patios can have tents/structures/canopies but must be open on at least 2 sides to allow for adequate air circulation. The covering should be as high as possible from the ground – minimum height of 3 metres is recommended. Existing patios that have walls (i.e. glass barriers), cannot install a roof covering. Always consult with your local municipality and the health unit if erecting a tent.
- Contact your local municipality before extending the physical size of an existing licensed patio or adding a new licensed patio.
- The [Alcohol and Gaming Commission of Ontario](#) (AGCO) requires licensed establishments to have municipal approval and meet all other AGCO requirements. Contact AGCO toll free in Ontario: 1-800-522-2876 for guidance
- Live music performances (singing, and performing music) can occur inside or outside (on patio) of establishment if they are at least 2 metres away from patrons OR there is a physical barrier put up between singers and/or wind instruments performers to separate them and the patrons.
- Use debit/credit card sales or E-transfers to avoid handling cash. If handling cash, remember to wash or sanitize hands immediately afterwards.

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

“Optimal Health for All in Renfrew County and District”



Renfrew County and District Health Unit

COVID-19 FACT SHEET

Guidance for Food Premise Operators

Symptomatic Patrons and Workers

Recommendations and requirements for symptomatic patrons or workers are set out by the [Province of Ontario](#). See the section [Screening for COVID-19: guidance for employers](#) for specific instructions.

If a worker or non-worker does not pass screening (has one or more symptoms or an exposure to a suspected or confirmed COVID-19 case as per the screening tool, or if they receive a positive result on a rapid antigen test) they:

- may **not** enter the facility at that time
- must self-isolate immediately
- should get [tested at a provincial assessment centre](#). Tests can be booked through [RC VTAC](#)
- may seek medical advice by contacting their health care provider or RC VTAC (1-844-727-6404) or Telehealth Ontario ([1-866-797-0000](#))
- must follow all directions they are given by public health officials

This also applies to patrons or workers who become unwell while at the facility. Workers should notify their supervisor immediately if they become symptomatic while working and workers or patrons should leave the facility immediately, commence self-isolation, and follow the steps above.

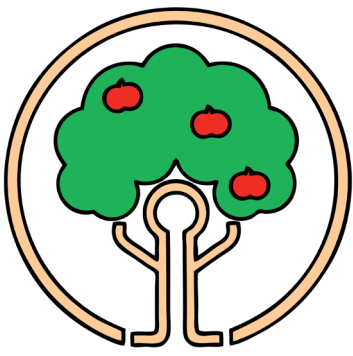
Who should I talk to if I have any more questions?

Call Renfrew County and District Health Unit to speak with a Public Health Inspector at 613-732-3629, extension 505.

Revised November 2, 2021

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

“Optimal Health for All in Renfrew County and District”



Renfrew County and District Health Unit

COVID-19 FACT SHEET

Guidance for Food Premise Operators

Collection of Information for Food Premises (complete before seating)

Facility Name: _____ Date: _____

Anyone attending an indoor or outdoor area of a food premise must share their name and contact information prior to entering the facility. This information must be documented. Customers must also be actively screened using questions found at <https://bit.ly/3iYAgmO> and proof of vaccination for customer must be verified (unless exemption applies or dining outdoors).

NOTE: This template may be used or adapted to collect information at your establishment. Please remember, patron information should not be seen by other patrons on the premise, only staff members. Please retain and securely store for 30 days as directed under [Ontario Regulation 364/20](#) from the Government of Ontario.

Patron Information					
First and Last Name	Telephone # OR Alternate Contact (<i>physical address or email</i>)	Time of Arrival	Verbal active screening OR verified online screening	Proof of vaccination verified	Time of Departure
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	

*Do not seat patrons who are experiencing COVID-19 symptoms or seat patrons indoors without proof of vaccination.

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

“Optimal Health for All in Renfrew County and District”