



COVID-19 guidance for restaurants & food delivery

Restaurants or other food facilities serving food “to-go” are “essential businesses” under the City of Berkeley Health Officer’s stay home order. These stores are permitted to remain open during their normal operating hours, but only for carry-out and quick serve food operations – including food preparing, carry-out, and delivery food.

Food businesses can play an important role in protecting their employees and customers from COVID-19 by following the practices outlined in this document.

Required measures for all essential businesses

All essential businesses are required to post the following at each public entrance of their facility:

1. Signage reminding all employees and customers to:
 - Avoid entering the facility if they have a cough or fever
 - Maintain a minimum six-foot distance from one another
 - Sneeze and cough into a tissue, or one’s elbow when not available
 - Not shake hands or engage in any unnecessary physical contact

The City has created a sign that can be used for this purpose. It can be downloaded at bit.ly/social-distancing-sign.

2. A social distancing protocol that details on-site measures enacted by the business to customers and employees safe.

The City has provided a social distancing protocol as a fillable form at bit.ly/covid19-protocol. Business must implement the measures listed in the protocol to the maximum extent possible.

3. Signage that states all employees, customers, and other visitors to the facility must wear a face covering while inside.



The City has created a sign that can be used for this purpose. It can be downloaded at bit.ly/face-covering-sign.

Recommended practices for restaurants & food delivery

Measures to limit contact during ordering, payment, and pickup

- Establish designated pick-up zones for customers to help maintain social distancing.
- Use floor markings such as stickers, tape or diagrams, to depict where customers should stand to maintain a 6-foot distance between one another.
- Offer and promote options to place orders in advance over phone or online.
- Create an “auto reply” message for all orders received online explaining COVID-19 protocols.
- Place signs at the register/point of sale encouraging the use of contactless cash applications.
- Place a small table at the cash register or point of sale to create a 6-foot buffer between the employee and customer.
- Erect a plastic threshold between employees at the register and the customer, similar to a bank teller window.
- Ensure food items are placed in “to-go” food containers prior to pick up, take-out, or delivery.
- Keep “to-go” food containers behind the counter to prevent customers from handling multiple orders.

Measures to adhere to during delivery

- Practice social distancing when delivering food, e.g. offering “no touch” deliveries and sending text alerts or calling when deliveries have arrived.



- Routinely clean and sanitize coolers and insulated bags used to deliver foods.
- Delivery staff should wear masks and wash their hands in between deliveries, if possible. If hand washing isn't an option, they should sanitize their hands with an alcohol-based (60%) hand sanitizer.

Measures to promote sanitation

- Provide alcohol based (60%) hand sanitizers for use for both employees and customers by placing them at convenient and accessible locations.
- Provide tissue boxes and trash cans with foot operated pedals at the entrance and near all doors with pull handles.
- Appoint a designated sanitation worker at all times to continuously clean and disinfect frequently touched surfaces. See the [environmental cleaning guidelines from CDC](#).
- Stop self-serve food operations, including salad bars, buffets, and condiment dispensers.
- Ensure dishwasher and/or three-compartment sinks are used properly and have the appropriate level of sanitizer for final rinse.
- Ensure sneeze guards are in place where appropriate.

Maintain strict safe food handling and management practices

- Require thorough and frequent hand-washing and hand-sanitizing among all foodservice employees.
- Limit the amount of pre-ordered food held outside of proper holding temperatures to no more than 30 minutes.
- For drive-thru service, keep pass-through windows closed when not in use.
- Sanitize all high-touch areas, including: door handles/knobs, counters, pens, pay stations, credit/debit scanners with approved sanitizing wipes and/or sanitizing solutions. This should be done between each transaction.





Safety measures for employees

- Employees must wear a cloth mask that covers their nose and mouth at all times while in the workplace, provided they are able to safely perform their job while wearing one. Provide masks for employees, if possible.
- Instruct sick employees to stay home. If employees are sick at work, send them home immediately.
- Pre-screen employees: Check employee temperatures and assess symptoms prior to them starting work daily. If possible, conduct temperature checks and symptom assessment before employees enter the facility.
- Maintain minimum 6-foot distance between food service workers working behind the counters and/or on the food production lines.
- Require thorough and frequent hand-washing and hand-sanitizing among all foodservice employees.
- If you have food employees at higher risk for coronavirus (people 60 or older, people with underlying health conditions such as heart disease, lung disease, or diabetes), consider temporarily assigning employees with underlying health conditions to non-public-contact duties.

For any questions regarding this guidance, or assistance implementing social distancing at your business, email oedmailbox@cityofberkeley.info or call (510) 981-7530.

