

Memorandum

To: Food Service Premises Owners/Operators
From: CK Public Health
Date: November 20, 2020
Re: Yellow Zone - Information for Food Premises

Dear Food Service Premises Operator:

Chatham-Kent will be moving into the YELLOW ZONE – PROTECT on November 23, 2020 at 12:01 a.m. In addition to all previous GREEN ZONE - PREVENT measures, **food or drink establishments** permitted to open under the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020*, are required under [O. Reg. 364/20: RULES FOR AREAS IN STAGE 3](#) to implement the following **new measures**:

- Limit operating hours. Dine-in services must stop at midnight and may not resume before 5 a.m. Temporarily entering the establishment for food take-out, or providing drive-through or delivery services are still permitted during all hours
- Liquor may be sold/served only between 9 a.m. and 11 p.m.
- No consumption of liquor is permitted between 12 a.m. and 9 a.m.
- Contact information must be collected for all seated patrons
- No more than 6 people may be seated together
- Limit volume of music (e.g., to be no louder than the volume of a normal conversation)
- A safety plan must be prepared and available upon request. Please see attached COVID-19 safety plan template and click [here](#) for more information.

Establishments are now required to record the name and contact information of **EVERY PATRON** seated for dining. To help you achieve this requirement, please complete the attached 'COVID-19 Yellow/Orange/Red Zone Patron Log'.

The following GREEN ZONE measures continue to be in effect. Please continue to implement and adhere to all requirements communicated to your establishment. Require patrons dining in to be seated; seated patrons must be separated by either 2 metres/6 feet physical distance or an impermeable barrier.

Dancing, singing and performing music is permitted, with restrictions

- Karaoke permitted, with restrictions (including no private rooms)
- Require patron contact information
- No buffet style service (remove buffets, self-serve locations, and self-serve drink dispensing machines)
- Night clubs only permitted to operate as restaurant or bar
- Line-ups/patrons congregating outside venues must be managed by venue; 2 metres/6 feet physical distance and face coverings required
- Patrons must wear face coverings except when eating or drinking
- Eye protection where patrons without face coverings are within 2 metres/6 feet of workers

Staff/servers who come within 2 metres/6 feet of unmasked patrons (i.e. patrons who are seated and eating/drinking) are required to wear eye protection (i.e. goggles or face shield) in addition to wearing a mask or face covering.

Dine-in patrons must have an assigned seat and must remain seated while in the establishment. Patrons are permitted to leave their seat only to access washroom facilities, pay, or leave the establishment. **Ordering of food and beverages must be completed tableside. Patrons are NOT permitted to walk up to the bar to order additional food and/or beverages.** This measure is in place to prevent unnecessary movement around the establishment and to keep staff and patrons safe.

Fast food and take-out establishments are not required to offer tableside service, but we do wish to remind everyone to continue practicing physical distancing in all settings.

Establishments are required to implement the following additional measures to prevent the spread of COVID-19:

- Booths must be separated by impermeable barrier (i.e. plexiglass), or backrest that extends a minimum of 5 feet from the floor of the booth. Alternatively, booth benches may be staggered to allow adequate physical distancing
- Customers in booths should be encouraged to sit at least 1 foot inside the booth.
- Seating must be cleaned & disinfected between uses
- Reconfigure break rooms/areas and eating areas for staff to physically distance
- Singing or music may be performed by a person or group at the restaurant or bar with restrictions, including plexiglass or other impermeable barriers between the performers and patrons, and physical distancing. Dancing may only be performed by someone working at the establishment with restrictions
- Adjust internal practices appropriately:
 - Menus – acceptable practices include:
 - Single-use paper
 - Customer mobile device
 - Menu boards
 - Chalkboards
 - Laminated menus cleaned and disinfected between uses
 - Tables
 - Do not pre-set
 - Roll or package utensils
 - Replace multi-use condiments with single-serve packages
 - Sanitize between uses
 - Consider disposable napkins
 - Staffing – consider:
 - Staggering shifts
 - Staggering breaks
 - Updating absence policies and establishing new protocols for back-filling absences

To keep your staff and patrons safe, continue to implement the following measures:

- Maintain 2 metres/6 feet separation between both staff and patrons. Staff must wear face masks or coverings, unless behind a suitable barrier
- Increase [cleaning and disinfection](#) of high-touch surfaces (menus, handles, doorknobs, tables, chairs, counters, touch screen surfaces and keypads)
- Take reservations to ensure adequate physical distancing of patrons
- Ensure patrons from different parties are seated at least 2 metres/6 feet apart
- Ensure tables are appropriately spaced for movement of wait staff and patrons
- Ensure washrooms are available and increase frequency of [cleaning and disinfection](#) to prevent COVID-19 transmission

Screen staff for signs and symptoms of COVID-19:

- Ensure screening of each employee occurs before each shift
- Do not allow staff members who are sick to come to work
- If staff are sick they should go home and stay at home
- They should be advised to complete the [COVID-19 self-assessment tool](#) and contact their primary health care provider or CK Public Health to seek advice on getting tested
- Post a COVID-19 screening sign on entry for [passive screening](#) of patrons
- Post signs throughout the establishment to encourage [physical distancing](#)

If you are planning to expand an existing patio or create a new patio, please contact the Chief Building Official at the Municipality of Chatham-Kent at 519.360.1998.

If you have any further questions, please contact CK Public Health COVID-19 intake line at 519.355.1071 x 1900.

Available Resources:

Poster for Workplaces:

[Workplace Poster](#)

Passive Screening Poster:

[COVID-19 Screening for public places](#)

Physical Distancing Poster:

[Physical Distancing](#)

Cleaning and Disinfecting Resource:

[Cleaning and Disinfection](#)