

REOPENING GUIDANCE

Restaurants and Mobile Food Vendors

During the Green Phase, indoor dining, outdoor dining and walk-up ordering at restaurants and mobile food vendors, including food trucks, are permitted, provided that: (i) all applicable health and safety requirements and guidance are followed, including but not limited to physical distancing and mandatory masking for employees and customers; (ii) and all applicable regulatory requirements are met, including but not limited to licensing and permitting requirements. Businesses must obtain any permits or other authorization, as required, to serve food and beverages outside of physical indoor service areas.

Note: Service at bars, including bars within restaurants, is currently prohibited during the Green Phase. The City will notify establishments if this restriction is relaxed at a later date.

The following is intended as a plain language summary of rules for reopening in the Green Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also:

Order of the Secretary of Health providing for building safety measures, issued April 5, 2020.

Order of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020

[PA Guidance for Businesses in the Restaurant Industry Permitted to Operate During the COVID-19 Disaster](#)

Protections Needed



Masks

- Provide masks for employees.
- If possible, provide face shields for servers as an additional layer of protection.
- Require employees and customers to mask while on site except only:
 - As necessary for the employee to eat or drink during break times. The employee should be seated at least 6 feet from others when taking off mask.
 - While customers are eating and drinking while seated at a table.



Barriers

- Install physical barriers such as sneeze guards or partitions in restaurant kitchens and at cash registers, host stands, or food pickup areas where maintaining physical distance of at least 6 feet is difficult.
- Consider the use of physical barriers between tables. Tables separated by impermeable barriers extended up 6 feet from the floor do not need to be 6 feet apart.



Isolate

- Screen every employee for symptoms before every shift and prevent them from remaining on site if they have cough, shortness of breath, fever, chills, muscle pain, or new loss of taste or smell.
- It is not necessary to conduct onsite temperature measurement for staff or customers. If you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4 or higher to remain onsite.
- Share information with staff about the location of [free COVID-19 test sites](#).
- Before allowing entrance to a dining area, ask customers if they have symptoms of COVID-19 or have been exposed to someone with COVID-19 within the past 2 weeks.
- Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
- If an employee develops COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in [Guidance for Essential Businesses and Organizations During COVID-19](#). Required precautions include calling PDPH at 215-685-6741 to report positive cases.

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Distance

- Adjust work assignments to ensure employees can stay 6 feet from each other throughout their shifts.
- Establish procedures to prevent crowding at entrances among persons waiting for food or tables.
 - Consider the use of sidewalk decals or other visual cues to encourage customers to stay at least 6 feet apart and at least 6 feet from seated diners.
- Seating capacity shall be determined by arranging tables and chairs to provide a minimum of six feet between seated diners at different tables and between seated diners and passersby (see also [PA Guidance for the Restaurant Industry](#)).
- Limit party size to 6 persons or fewer.
- Employees should stay at least 6 feet from customers when possible. Deliver items to table on service trays to minimize time staff are close to customers.
- Place signage at former smoking and vaping areas to indicate that they are closed to avoid creating gathering spots.
- Mark enter/exit to and from restrooms to create paths that help keep people apart.
- Use non-contact payment methods if possible.
- Consider installing touchless door openers touchless sinks or providing single-use barriers (e.g., deli tissues, paper towels) for use when touching door and sink handles.
- No refills of food and beverage containers brought in by customers are permitted.
- Increase circulation of outdoor air as much as possible.

Reduce crowds

- Promote online ordering, curbside pickup and delivery options.
- If possible, use a reservation or call ahead model for outdoor dining.
 - **Best practice:** ask all diners to give their name and cell phone number. This will ease contact tracing, if needed.
- Restaurants and food vendors shall not permit lines of more than ten (10) customers to form in or around their facilities. Customers waiting for tables or eating must be required to stay outdoors.
- Outdoor dining sites must plan for inclement weather. It will not be permissible for customers to crowd together if it rains.
- If possible, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure.
- Stagger employee break times.



Handwashing

- Ensure that all staff wash hands on arrival and in accordance with pre-existing food safety regulations (e.g. before, during, and after preparing food; after touching garbage).
- Place hand sanitizer near payment counter and make handwashing facilities available to all patrons at outdoor dining sites.
- Place handwashing stations or hand sanitizer at entry and outside communal bathrooms for all staff and patrons with prominent signage promoting use.
- Give staff hourly handwashing breaks.



Clean

- Continue to follow all Department of Public Health Food Safety regulations.
- Clean high touch areas frequently while in operation including entrance doors, bathroom surfaces, host stands etc.
- Clean and sanitize any shared items with which customers will come in contact such as tabletops, chairs, digital menus, digital payment devices after each customer use.
- Use paper menus and discard them after each customer use or use chalkboard or app-based menus.
- Place settings, utensils, menus, and condiments should either be single-use or be cleaned and sanitized after every use.
- Eliminate table presets (e.g., table tents, menus, salt and pepper shakers, shared condiments, etc.).
- Use single packet condiments, if possible, OR serve condiments in containers – such as a washable bowl or paper cup – that can be sanitized or disposed of after use (no shared condiments permitted).
- Temporarily close self-serve buffets, topping bars, drink dispensers and other communal serving areas.
- Customers should handle their leftover food to be taken to-go.



Communicate

- Educate staff about symptoms and prevention of COVID-19.
- Post prominent signs at entrances and in employee breakrooms:
 - Asking people who are sick or have had contact with someone with COVID-19 within the past 14 days not to come to the establishment, even to pick up food.
 - Encouraging people to cover coughs or sneezes
 - Mandating physical distancing of at least 6 feet
 - Mandating that all staff and visitors wear masks