

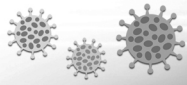


# Patios

## How to Protect Yourself and Others from COVID-19

### As a worker:

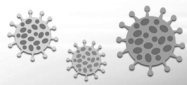
- Stay informed, be prepared, and follow public health advice:
  - Use trusted information sources, such as the Public Health Agency of Canada: [www.canada.ca/coronavirus](http://www.canada.ca/coronavirus) and your local public health authority.
- Monitor yourself for symptoms of COVID-19. If you have symptoms or you're feeling sick:
  - stay at home and away from others.
  - contact your health care provider or local public health authority and follow their advice.
- If you become sick while at work:
  - isolate yourself from others.
  - tell your supervisor that you are going home.
  - do not take public transit if possible.
- Follow the advice of your local public health authority if you have been in contact with someone known or suspected to have COVID-19.
- If you are at higher risk of becoming seriously ill, limit the time you spend outside of your home in the community and avoid crowds as much as possible.
- Keep a physical distance of 2 metres from others when outside your home.
- Practice good hygiene:
  - Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol.
  - Do not touch your face with unwashed hands.
  - Cough or sneeze into the bend of your arm or a tissue.
- Follow advice from your local public health authority, local government, or employer about using a non-medical mask at work. Wearing a non-medical mask or face covering is recommended when you cannot keep 2 metres away from others, especially in crowded places.
- Clean and disinfect frequently touched or shared surfaces and objects often.
- Do not share personal items, personal protective equipment, or work tools that are for your use only.



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### **As an employer:**

- **Actively encourage sick workers to stay home:**
  - Use a screening questionnaire from a public health agency and remind employees to stay at home if they have symptoms of COVID-19, even if mild.
  - Have a flexible attendance policy to allow workers to stay home if they are sick or need to care for a sick family member.
- **Encourage healthy practices and prevention measures:**
  - Post signs to remind people to follow these practices and measures. Make sure that signs are suitable for their age, ability, reading level, and language preferences.
  - Provide increased hand hygiene facilities that are easy to access by everyone, including those with disabilities.
  - Encourage workers to clean and disinfect their personal work environments more often and provide them with the supplies to do so.
  - Provide customer-facing staff with hand sanitizer, masks and face shields if recommended by the local public health authority or a workplace risk assessment.
  - Promote physical distancing of 2 metres and set up physical barriers (e.g. plexiglass windows) when this is not possible.
  - Involve your health and safety committee or representative when assessing workplace risks and determining personal protective equipment and training.
- **Meet occupational health and safety obligations:**
  - Follow all federal, provincial, and municipal health and safety guidelines that apply.
  - Do everything reasonably possible under the circumstances to protect the health and safety of your workers and customers by providing information, training, cleaning, disinfecting, and personal protective equipment.
  - Perform a workplace hazard identification and risk assessment of your facilities and services to decide where and how to apply the recommended protection measures.
  - Consult with your local public health unit for location or site-specific recommendations.
  - Have a policy to protect workers from violence and harassment. Customers may react aggressively to new protection measures or limited services.



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### Recommendations for Restaurant Patios

#### Communication:

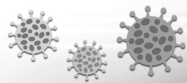
- Clearly communicate to your customers any new practices and policies that will affect their patio dining experience. This information can be shared online, through advertisements, with notices at the front doors, and verbally by staff.
- Consider using an online reservation system to help manage the number of customers and to reduce waiting.
- Help guests understand that protective measures and reduced services are necessary, and that their dining experience might be different. Ask them to be considerate of workers and other customers.
- Post signage informing customers who may be sick, have been exposed to someone sick, or who have just returned to Canada, to not enter the restaurant or patio.
- Keep attendance records and contact information for all persons on-site should contact tracing or follow-up be required. This includes all employees, guests, and contractors.
- Conduct meetings virtually and reschedule non-critical maintenance and service calls if possible.
- Post signage throughout the restaurant and patio area to encourage physical distancing, hand hygiene, and respiratory etiquette.
- Encourage online ordering of takeout meals and ask customers to wait outside or in their car until their order is ready.

### Physical Distancing

- Limit the number of customers allowed in the restaurant and on the patio, following the occupancy limits for your jurisdiction. Provide a waiting line area outdoors if it is safe to do so. Have a worker greet customers and control entry.
- Consider applying for a patio expansion permit if offered by your municipality.
- Install visual aids to guide physical distancing and pedestrian traffic such as floor markings, directional arrows, and barriers.
- If customers must pass through the restaurant to access the patio or washrooms, block off closed areas and clearly indicate the path and direction to follow. Establish a one-way traffic flow if possible. Where required, ask customers to wear a non-medical mask.
- Reduce the number of surfaces that need to be touched to access the patio and washrooms.
- Limit the number of customers allowed into the washroom at one time, or close alternate stalls.
- Install physical barriers such as plexiglass guards at greeting stations, cash registers, and between seating areas and booths. If possible, follow provincial guidelines for barrier heights.
- Mark certain tables and chairs unavailable for use or remove extra furniture and re-arrange the patio to maintain 2 metres distance.
- Do not allow customers to re-arrange seating by moving chairs or tables closer together.
- Leave one seat location at each table empty to allow the server access to the table. Use a long-arm distanced position to deliver food and beverages to the edge of the table at this open spot.
- Ensure that servers have ample room to move between tables without touching customers.
- If standing is allowed, create separate physical distancing zones. Discourage customers from standing in crowded groups and interacting with other customers outside of their social bubble.

### Reducing the Spread

- Replace physical menus with large visible boards or online menus via QR codes, or use plastic-coated menus.
- Remove customer touchscreens and computers from service or sanitize them after each use.
- Replace condiment bottles with single serving containers.
- Clean any common items with disinfectant between customers.
- Provide any complimentary bread and snacks in individual containers that are washed between customers.



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- Provide empty glasses and a carafe of water for the table. Only touch the bottoms of the vessels or bring them on a tray. Allow customers to pour their own water.
- Discourage shouting and singing. Lower music volume so customers and servers can communicate without shouting or leaning in.
- Discontinue buffets and services that require using the same utensils.
- Encourage use of tap credit and debit cards. Sanitize payment keypads and touch screens between customers.
- If accepting cash, use hand sanitizer or wash hands afterwards.

## Cleaning and Disinfecting

- Use household or commercial disinfectants to destroy or inactivate the virus:
  - Use a disinfectant with a drug identification number (DIN). This number means that it has been approved for use in Canada.
  - If household or commercial disinfectant cleaning products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5.25% sodium hypochlorite) and 250 mL parts water, making sure the solution makes contact with the surface for 1 minute.
  - if the use of liquids can be withstood, disinfect high-touch electronic devices (e.g., touch screens, pin pads, keyboards) with alcohol or disinfectant wipes.
- Clean so that when the surface is wiped, the surface still appears wet.
- Wear appropriate personal protective equipment (PPE), such as gloves appropriate for use with the cleaner.
- Use a dedicated cloth for cleaning.
- Ensure workers understand the risks, have received training, and understand the safety precautions for all cleaning methods and required PPE.
- Implement shorter open hours or designated closure days to allow for deep cleaning.
- Use checklists or logbooks to list the items and surfaces that must be cleaned and disinfected frequently.
- Ensure washrooms are cleaned frequently have running water, and are stocked with soap, paper towels and plastic lined waste receptacles. Touchless water taps, toilet flushing, hand dryers, doors, and waste bins are recommended.
- Provide hand sanitizer stations at entrances and exits, reception desk, on the patio, cash registers, washrooms, etc.
- Clean shared spaces, washrooms, break rooms, etc. at least daily, and more often for high-traffic areas and contact surfaces.
- Clean tables, chairs, other eating surfaces (e.g., trays), and barriers after each customer.
- Focus on cleaning and disinfecting frequent touch points such as doors, handles, handrails, waste and recycling centres, countertops, touch screens, payment keypads, cash drawers and boxes, and frequently used office equipment.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container. Use disposable gloves when handling garbage.

## Food Safety

- Ensure all cleaners and disinfectants used in the food prep or serving areas are approved for safe use around food.
- Continue to follow all food safety precautions and laws for your jurisdiction.
- Provide empty takeout containers to customers at their table to pack leftovers.
- Check that the dishwasher wash and rinse temperatures are operating at the correct setting and appropriate detergents and sanitizers are being used.
- If the restaurant establishment has been or will be closed for an extended period of time, discard any open, thawed, prepared, cooked, or ready-to-eat foods.
- Cover, label, and protect any foods that will be stored while the restaurant or store is closed.
- Before reopening, check the expiration dates on all foods, and ensure that water is safe to use if the pipes have been stagnant.

## Personal Protective Equipment (PPE)



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- Continue to use PPE for existing occupational safety hazards and emergencies, as directed by applicable laws and your employer.
- Use PPE for COVID-19 if it is required or recommended by your local public health authorities.
- If workers are required to wear PPE, train them on how to wear, remove, work with, and care for the equipment, and to understand its limitations.
- Clean and disinfect any shared PPE before you wear it.
- Wash hands before wearing and after removing PPE.
- Provide uniforms that are laundered by a service or advise workers to change and wash their uniform after work.

## Non-Medical Masks or Face Coverings

- Follow the mask recommendations from your public health agency, or other authority. Note that people may choose to wear masks regardless if there is a formal requirement.
- A mask should not be worn by anyone who is unable to remove it without assistance (e.g., due to their age or ability).
- Wear the mask correctly, making sure the nose and mouth are covered. Do not touch the mask while wearing it.
- Be aware that non-medical masks have limitations, and improper mask use and disposal can increase the risk of infection.
- Change your mask if it becomes wet or soiled. You may wish to bring a second mask in a clean paper bag, envelope, or container that does not trap moisture. Store reusable soiled masks in a separate bag or container. Do not touch the outside of the mask while removing it, and wash your hands when you are finished.
- Consider using a transparent mask or face shield, if appropriate, for customers that may require that visibility.
- Do not allow the mask to be a hazard to other activities, such as getting caught on moving machinery or equipment.

## Human Resources

- Notify workers in advance if there are changes to screening measures and policies.
- Set a clear policy for what is expected of workers if they get sick, have symptoms, or if a customer exposure is reported.
- On arrival each day, check-in and assess all workers using screening criteria from your local public health authority.
- Minimize contact during sign-in. Have the supervisor sign in for people (or provide separate pens), or have people text the supervisor. Clean any sign-in devices between users.
- Adjust worker schedules to reflect any necessary changes.
- If there are fewer workers available, make sure essential roles such as trained supervision and first aid or emergency response persons are still present.
- Encourage employees to only work at one restaurant location, and if possible, assign cohort groups of workers to the same shifts every week.
- Make sure workers are trained to work safely, including when replacing the duties of others.
- Submit documents electronically, or wash hands after handling papers.
- Stagger meetings, breaks, mealtimes, and orientations.
- Hold meetings in an outside or large space.
- Hold verbal or electronic orientations.
- Limit sharing of equipment where possible, and clean and disinfect between users.
- Remove communal coat-check areas and shared footwear or clothing. Allow workers to store their personal items separately or in sealed bins or bags if they do not have lockers.

## Coping with Social Isolation, Microaggression or Stigma



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- When helping others, encourage them to talk to someone trained in mental health first aid, or someone else they trust about what they are experiencing.
- If an employee, ask the individual to contact their supervisor, employer, or employee assistance service, if available.
- Contact your local public health or community resources that offer mental health services.
- Check out organizations online:
  - Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>
  - Canadian Psychological Association <https://cpa.ca/psychologyfactsheets/>
  - Kids Help Phone <https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>
- If you or someone you know is in crisis, please contact your local hospital, call 911 immediately, or contact a Crisis Centre in your area. <https://suicideprevention.ca/need-help/>

**Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.**



For further information on COVID-19, refer to the Public Health Agency of Canada  
<https://www.canada.ca/coronavirus>

**Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.**