

Operational guidelines on preparedness and response for COVID-19 outbreak for work settings

Restaurants and Eateries

Please follow the relevant sections of the General Guidelines (published in this webpage) in addition to the following specific measures.

Responsibilities of the employer

- Prepare a COVID-19 preparedness and response plan.
- Appoint a suitable focal point to monitor its implementation
- All workers on duty must be traceable staff and maintain a register with names, addresses, contact details and ID card number.
- Reorganize the workplace physically and administratively in order to maintain 1meter distance and other preventive measures. (eg: rearranging furniture, minimum essential number of staff, limited operations and flexible working hours etc.).
- Conduct thermal screening (non-contact medical grade thermal scanner) and respiratory symptoms screening of all the staff and guests at the time of entrance to the restaurant
- Provide facilities for hand washing with soap and water at the entrance preferably with a pedal operated tap and sink and hand washing and hand sanitizing at appropriate places.
- Improve ventilation in the restaurant/eatery and where feasible install air filters. When there are no air conditioners leave the doors open.
- Provide personal protective equipment (mask, gloves, etc.)
- Provide welfare facilities for all (eg: meal room, toilets, changing room facilities)
- Have an appointment system to avoid queues at entrances, meal rooms and lifts.
- Display the menu at the entrance and inside either by TV screen, display board or under the glass pad of the table.
- Encourage cashless transactions as much as possible. Have dedicated persons to handle cash.
- Ensure proper waste management.
- Ensure cleaning and disinfection of surfaces
 - Clean and disinfect the door knobs/handles, telephone receivers, elevator key pad, public toilet door knobs, faucets, soap dispensers etc before every shift and every three hours.
 - Clean and disinfect furniture, office equipment and floors with a disinfectant minimum of twice a day. (Or after every shift in places where there are shift duties).
 - Disinfect all furniture in all service areas after each encounter with guests (tables, chair, service counter tops etc.) in addition to the routine cleaning.
- Raise awareness on prevention and control of COVID-19 among all staff.
- Display health messages on COVID-19 prevention for workers and guests at suitable places in the restaurant

Kitchen and food service

- Wash hands by all chefs and other support staff before handling food
- Use gloves, or tongs when handling ready to eat food.
- Disinfect all contact surfaces such as preparation tables, cutting boards, knives, tongs etc. before each encounter with food.
- Cover & seal all food during storage, temporary storage & transport.
- Customers should not be allowed to serve themselves at the buffet

- Allocate adequate number of (designated) workers to serve food in the buffet.
- Culinary equipment and crockery should be thoroughly washed with soap and water

Instructions for employees

Physical distancing

- Keep at least 1 meter distance between all persons.
- Use non-touch techniques of greeting, such as saying '*Ayubowan*'.
- Use stairs as much as possible. Avoid facing with each other and maintain distance with others in a lift.

Hand hygiene

- All staff should wash their hands before entering the premises, when leaving the premises and as frequently as possible.
- All staff should wash their hands after handling items such as money or any item received from outside if not wearing gloves.
- Waiters shall wash their hands/sanitize frequently to prevent any cross contamination.

Respiratory etiquette

- Always wear a face mask properly when on duty.
- When not wearing a mask, coughs and sneezes have to be covered by the inner side of elbow, sleeve or tissue (discard tissues into a pedal operated closed bin and wash hands thereafter)
- Avoid touching face at all times (specially eyes, nose, mouth)
- After removal of mask, safely dispose it to a pedal operated closed bin lined with a garbage bag. Wash hands with soap and water subsequently.

Others

- Do not share mobile phones, pens etc with other staff members
- Minimize using common telephones, fax machines, desks, or other work tools and equipment.

Director General of Health Services

20/05/2020