



Public Information

County of Ventura • Resource Management Agency • Environmental Health Division

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COVID-19 Guidance for Restaurants Providing Drive-through, Take-Out and Delivery Only

COVID-19, also known as the coronavirus, is a respiratory illness that is spread through the air via respiratory droplets from an infected person or by touching contaminated surfaces, it is not likely to be contracted through food. Symptoms of the virus include fever, cough, and/or shortness of breath.

Retail Food, Beverage, and Other Related service venues bring people from multiple communities into close contact with each other and have the potential to increase COVID-19 transmission. This guidance document describes steps that restaurant operators and managers must take for the protection of their patrons and employees to prevent further COVID-19 transmission by focusing primarily on social distancing, sanitation, and personal hygiene.

Required Actions for Restaurants Providing Take-out and Delivery Only - No Dine-in or On-site Seating at the Facility

In response to the COVID-19 (coronavirus) outbreak and the direction by California Governor, Gavin Newsom in addition to Health Orders issued by the Ventura County Health Officer, Dr. Robert Levin, all restaurants where there is no on-site seating provided for customers and food is only provided for take-out or for delivery must adhere to the following:

- All restaurants preparing and offering food to customers only for take-out, via delivery or drive-thru service are prohibited from providing seating or serving food for consumption on premises both indoors and outdoors. The food shall not be consumed anywhere within the line-of-sight of a person standing in front of the facility that sold the food. It is the responsibility of the food facility operator to ensure compliance with this requirement.
- Customer self-service of unpackaged food (e.g. salsa bar, salad bar, beverage dispensing, yogurt, etc.) is not allowed at this time.
- All food must be completely contained in a suitable container before being transferred to a customer.
- Restaurant operators are directed to establish social distancing practices of 6 feet of

separation for those patrons in line when ordering or during pick-up. All persons waiting in line or otherwise congregating outside a food facility shall maintain a distance of at least six feet from all other persons. Markers (such as tape on the floor) and signs must be posted to guide customers on where to stand at the check-out counter to provide the 6-foot separation for social distancing.

Social Distancing Protocol Required

- A Social Distancing Protocol must be prepared and placed near each entrance so that is easily visible.
- A copy of the Social Distancing Protocol must also be provided to each employee working at the facility.
- The Social Distancing Protocol shall be implemented and shall designate a specific on-duty employee to monitor and enforce compliance with the Protocol at all times the business is open to the public.
- Evidence of its implementation shall be provided to the enforcement agency upon request.
- The Social Distancing Protocol must explain how the restaurant is complying with the following, as applicable:
 - a. Limiting the number of persons who can enter into the facility and work areas at any one time to ensure that persons in the facility and work areas can easily maintain a minimum six-foot distance from one another at all times.
 - b. Where lines may form, marking increments of six feet, at a minimum, establishing where individuals must stand to maintain adequate social distancing.
 - c. Providing hand sanitizer, soap and water, or other effective disinfectant at or near the entrance of the facility and in other appropriate areas for use by the public and employees and in locations where there is high-frequency employee interaction with the public (e.g., cashiers).
 - d. Providing for contactless payment systems or, if not feasible to do so, providing for disinfecting all payment portals, pens, and styluses after each use.
 - e. Regularly cleaning and disinfecting other high-touch surfaces.
 - f. Posting a sign at the entrance of the facility and work area informing the public and employees that they should avoid entering the facility if they have a cough or fever; maintain a minimum six-foot distance from one another; sneeze and cough into their elbow; and not shake hands or engage in unnecessary physical contact.
 - g. Any additional social distancing measures being implemented.

Sick Employees

- Sick employees are advised to stay home and not return to work until they are free of fever for at least 72 hours without fever-reducing medication AND at least 7 days after the first symptoms appeared.
- Employees who appear to be ill upon arrival to work or become sick during the day should be sent home immediately. An employee that is sick may not be at work even if wearing a mask and/or gloves.

Handwashing Instructions for All Employees

- Wash hands and arms with soap and warm water for at least 20 seconds.
- Recommend assigning an employee at every shift to ensure that handwashing sinks are always stocked with soap and paper towels.

General Cleaning and Disinfecting

- Clean and disinfect all “high touch” surfaces such as serving counters, tabletops, refrigeration doors, cash register counters, bathroom fixtures, toilets, doorknobs, trash cans, and phones, frequently.
- If provided to patrons, clean and disinfect laminated menus after being handled by the customer. Paper menus should not be reused. They can be discarded or donated to the customer.
- Chlorine (bleach) based sanitizer at 100 ppm or quaternary ammonium-based sanitizers at 200 ppm are effective at killing viruses. Use test strips to ensure that the sanitizer is at the required concentration.

Other Considerations

- Discontinue the use of refillable containers that customers bring in for beverages or food.
- Beverage dispensers that are used to refill beverages must be accessible only to the food facility employee and shall be cleaned and sanitized frequently.
- Maintain single-use items such as packaged condiments behind the counter and provide upon request, no customer self-service is allowed. Unfilled cups, cutlery, and plates should be provided only on request.

Follow Basic Food Safety Practices

- Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
- Thoroughly cook foods as required.
- Clean and sanitize utensils and equipment at the required frequency.
- Adhere to employee health and hygiene practices – don’t work when ill and wash hands frequently and when required.
- Ensure all food and food ingredients are from an approved food source.

Additional Information

The information and requirements pertaining to COVID-19 may change as more is learned about this virus and its transmission. Additional information, status reports, and website links can be accessed at <http://www.vcemergency.com/>. The following are other links to webpages related to food facility guidance:

- ✓ [CDPH Guidance](#)
- ✓ [CDC Business/Employer Guidance:](#)
- ✓ [EPA Disinfectants Against COVID-19](#)