

GUIDELINE

Informal translation by Safe Communities Portugal of an extract of a DGS publication into English for information purpose

For legal compliance the original Portuguese version prevails

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SUBJECT: COVID-19 - Procedures in catering and beverage establishments
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FOR: Catering and beverage establishments
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COVID-19 is a disease caused by infection with the new Coronavirus (SARS-CoV-2).

Based on current scientific evidence, this virus is mainly transmitted through:

- Direct contact: dissemination of respiratory droplets produced when an infected person coughs, sneezes or talks, which can be inhaled or put in the mouth, nose or eyes of people who are close (< 2 meters).
- Indirect contact: hand contact with a contaminated surface or object with SARS-CoV-2 and then with the mouth, nose or eyes.

For more information and recommendations: www.covid19.min-saude.pt.

Catering and beverages establishments, by their very nature, can be areas of transmission of the SARS-CoV-2 infection, either by direct and/or indirect contact. That is why additional measures should be taken to ensure that transmission of the disease is reduced within these contexts.

Thus, under the terms of Article 2(2) (a) of Regulatory Decree No 14/2012 of January 26th, the Directorate General issues the following Guidelines:

Measures to be adopted to Reduce Transmission of COVID-19

Companies

1. Establishments shall ensure that all persons working in them and who frequent them are aware of the rules, of the correct hand washing procedures (Annex I), respiratory etiquette (Annex II) as well as any other measures of personal and environmental hygiene. Of particular importance are:

- a. Prepare and/or update its own specific Contingency Plan for COVID19, according to Guideline 006/2020 by the Directorate-General for Health (DGS) [1]: "*Procedures for prevention, control and monitoring in companies*":

- b. Provide all employees with the Contingency Plan and ensure that they are able to put into practice all the measures recommended, informing them especially on how to recognize and act when faced with a client or employee with suspicion of COVID-19;
- c. Reduce the maximum capacity of the establishment (interior, including counter, and terrace) in order to ensure the recommended physical distance (2 metres) between people on the premises and ensure compliance with the legislation in force. A maximum capacity of persons/service of the establishment shall be displayed in a specific document, visible to the public;
- d. Encourage the use of spaces for clients in external areas, such as the esplanades or pavements (where possible) and take-away service;
- e. Arrange, whenever possible, chairs and tables in order to guarantee a distance of at least 2 metres between persons (Annex III):
 - i. The arrangement of seats diagonally may facilitate the maintenance of the safety distance;
 - ii. Cohabitants may sit facing each other or side by side at a distance less than 2 meters.
- f. Prevent customers from changing how tables and chairs face/are arranged, allowing only employees to do so, always according to the considerations in the previous point (e);
- g. Anticipate all circumstances that may occur in the establishment, in order to facilitate adequate distance between people, for example (Annex IV):
 - i. Whenever possible and applicable, promote and encourage scheduling prior to the reservation of seats by the customers;
 - ii. Standing places are not recommended, due to the difficulty of guaranteeing the distance between people; neither are self-service operations, including buffets and food dispensers involving contact by the customer [2];
 - iii. In the case of orders/payments made at the counter, should there be a queue, customers should be encouraged to keep a distance of at least 2 meters from each other, which can be achieved by marking the position where they must wait their turn [3];
 - iv. Any queue in the area outside the establishment shall ensure the appropriate conditions of distance and safety. This can be achieved signs and by giving the appropriate information.
 - v. The movement of persons to the toilet facilities must occur via routes where it is possible to maintain the appropriate distance between the people moving around and those who are sitting at tables.
- h. Provide alcohol-based solution dispensers located near the entrance of the establishment and in other convenient places, together with encouraging and explanatory information (Annex I);
- i. Ensure that customer and employee sanitary facilities make it possible to wash hands with soap and water and dry them with single-use paper towels. Taps should be automatic whenever possible. The use of air-jet hand dryers is not recommended. Whenever possible washbasins must be accessible without the need to handle doors;
- j. Ensure adequate cleaning and disinfection of surfaces in accordance with Guideline 014/2020 "*Cleaning and disinfection of surfaces in establishments frequented by the public or the like*", from DGS [4]. The protocols for cleaning and disinfection should be reinforced, including:

- i. Disinfecting at least six times a day, using suitable detergents, all areas of frequent contact (e.g. door handles, washbasin taps, tables, countertops, chairs, handrails, etc.);
 - ii. Disinfect any critical equipment (such as automatic payment terminals and individual menus) after each use, with appropriate cleaning solutions;
 - iii. Disinfect the toilet facilities at least three times a day with product containing detergent and disinfectant at a ratio of 2:1;
 - iv. Change the towels and sanitize the tables with recommended products between each customer.
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- k. Remove any decorative items from the tables;
 - l. Replace individual menus by menus that do not need to be handled by customers (e.g. handwritten or digital panels) or adopt single use menus (e.g. stamped or printed on disposable tablecloths) or laminated menus that are disinfected after each use;
 - m. Ensure good ventilation and frequent air renewal in the areas of the restaurant, for example through open doors and windows. If air conditioning is used, this must be done in extraction mode and never in air recirculation mode. The equipment must be appropriately maintained (disinfection by a certified method).
 - n. Ensure compliance with HACCP measures.

Employees

1. The employees of catering and beverage establishments shall:
 - a. Know the measures included in the Contingency Plan and know how to act when facing a suspected case of COVID-19;
 - b. Comply with the safety recommendations and report to the company or the competent authorities, any situations of non-compliance with implemented measures which may pose a danger to public health;
 - c. Comply with the hand hygiene measures and respiratory etiquette recommended by the Directorate General of Health;
 - d. Sanitize hands between each client;
 - e. Use a mask correctly, whenever working in a space with multiple people, respecting correct hygiene and safety measures during its placement, use and removal. Be aware of the need to replace the mask, adopting good usage practices. The use of the mask does not replace other prevention measures, such as the recommended physical distancing, which should be maintained [5,6];
 - f. Ensure that the layout of the tables and chairs in the establishment allows a distance of at least 2 meters between all people;
 - g. Maintain, whenever possible, a distance of 2 meters from customers and other collaborators;
 - h. Place plates, glasses, cutlery and other utensils on the tables in the presence of the customer who is going to use them, ensuring that they have been properly sanitized and stored;
 - i. The dishes used by customers shall be washed in the dishwashing machine with detergent, at a temperature (80-90°C) [7];
 - j. Regarding the use of disposable gloves, the collaborator should know:

- i. The use of gloves for preparing and handling food does not replace adequate and frequent hand sanitization;
- ii. Employees should not come into contact with exposed and ready to eat food with their own hands and should use utensils such as napkins, spatulas, tongs, single-use gloves or serving utensils [8];
- iii. They should not pass from a dirty area to a clean area with the same gloves. The gloves should first be replaced;
- iv. The same pair of gloves may be used for one task only and shall be replaced if damaged or if the employee interrupts the task. If an employee is performing the same task continuously, the gloves must be replaced every four hours or whenever necessary [9].

2. Collaborators who develop signs or symptoms suggestive of COVID-19 should not report to the workplace and should contact the SNS24 Line (808 24 24) or other specifically created telephone lines and proceed according to the instructions provided.

3. Collaborators who develop signs or symptoms suggestive of COVID-19 during a work shift should be considered as a Suspected Case and be taken to the isolation area in accordance with the Contingency Plan.

Clients

1. In order to help stem the transmission of COVID-19, all customers shall ensure the following measures:

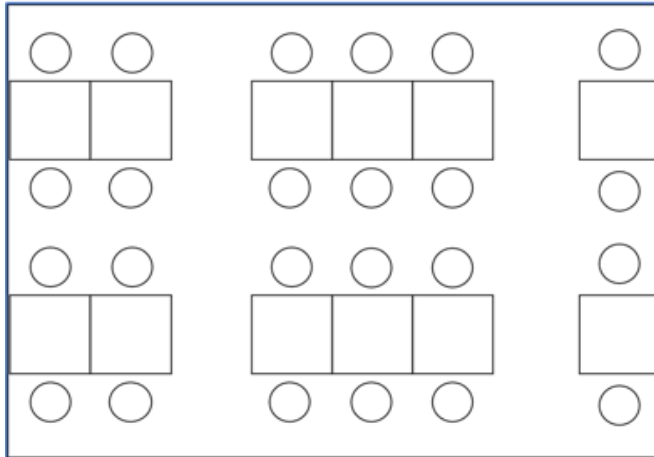
- a. Sanitise hands with an alcohol-based solution or with soap and water at the entrance and when leaving the establishment (before the meal, preference should be given to washing hands with soap and water);
- b. Respect the distance between people of at least 2 meters (except cohabitants)
- c. Comply with respiratory etiquette guidelines;
- d. Consider the use of a mask at take-away services that are installed within establishments, always wearing it appropriately and in accordance with the recommendations of the DGS;
- e. Avoid unnecessary touching of surfaces and objects;
- f. Give preference to payment by means that do not involve physical contact between the employee and the customer (e.g. contactless automatic payment terminal);

2. If you show signs or symptoms of COVID-19 you should not frequent public spaces.

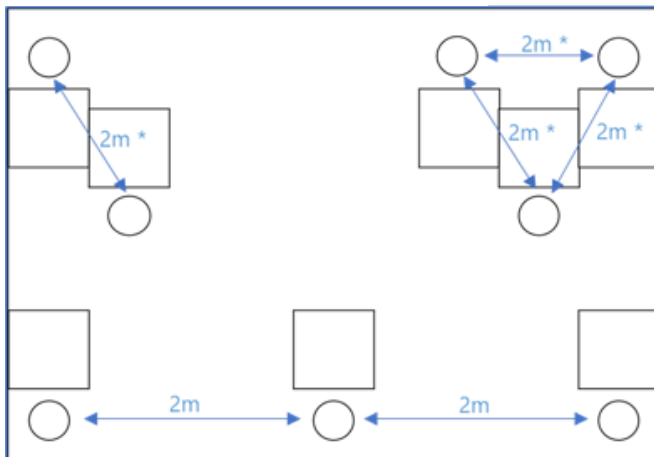
Graça Freitas
Director-General of Health

Appendix III – Example of layout of tables and chairs

Previously: Space with 24 seats



Now: Space with 8 seats



Key:

○ Chair

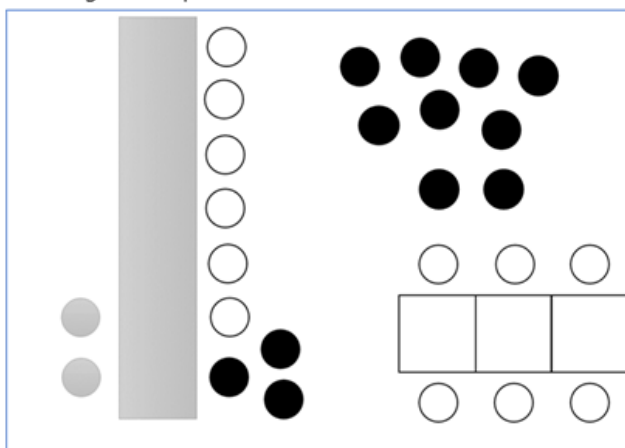
□ Table

□ Room

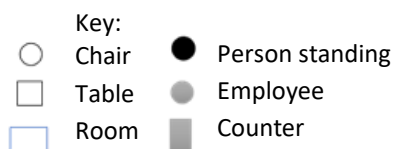
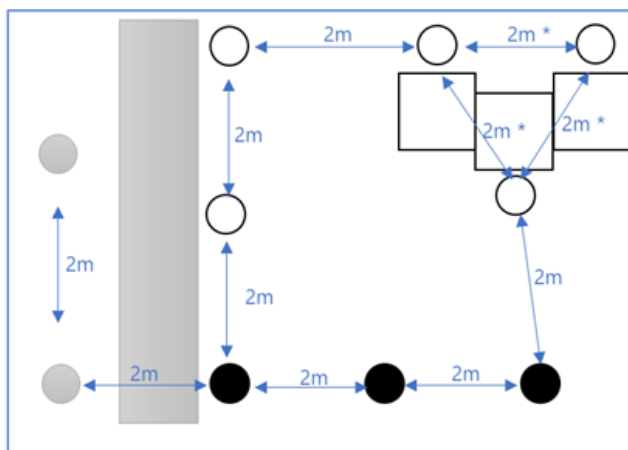
* People who cohabit may sit facing each other or next to each other

Appendix IV – Example of layout of tables, chairs, spaces at the counter and queues for collection and payment

Previously: Room with 6 chairs per table, 6 seats at the counter, 3 people making orders/payments at the counter and standing places



Now: Room with 3 seats per table, 2 seats at the counter, 3 people making orders/payments at the counter and no standing places



* People who cohabit may sit facing each other or next to each other