



**GOVERNMENT OF MEGHALAYA**

**TOURISM DEPARTMENT**

**ORDER**

**No. TOURISM.22/2020**

**Dated, Shillong the 16<sup>th</sup> June, 2020**

**SOP on preventive measures in Restaurants to contain spread of COVID-19**

The following SOP is based on the guidelines of the Ministry of Health and Family Welfare, Govt of India and the Ministry of Tourism, Govt of India.

**1. Background**

Given the current COVID-19 outbreak in India, it is important that restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing restaurant services.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19. **Restaurants in containment zones shall remain closed.** Only those outside containment zones will be allowed to open up.

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and patrons) in these places at all times.

These include:

- I. Physical distancing of at least 6 feet to be followed as far as feasible.
- II. Use of face covers/masks to be made mandatory.
- III. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- IV. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.

- V. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- VI. Spitting shall be strictly prohibited.
- VII. Installation & use of Aarogya Setu App shall be advised to all.

**4. All Restaurants shall ensure the following arrangements:**

- I. Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door and avoid handing over the food packet directly to the customer.
- II. Food Transportation: Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
  - a. Train the drivers, loaders and other staff about the COVID-19 infection symptoms and measures for prevention
  - b. Clean & Sanitize Delivery/transport vehicles regularly. Use vehicle only for food deliveries /distribution.
  - c. Anyone displaying flu like symptoms should not be permitted for handling / transporting / delivering food.
  - d. Drivers, loaders and other staff to maintain high standards of personal hygiene.
  - e. Hand washing material and Sanitizer bottle to be fixed in driver cabin.
  - f. Face covers to be worn at all times.
  - g. Avoid use of public toilets and crowded places during the breaks.
  - h. If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.
  - i. Maintain relevant records.
- III. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
- IV. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- V. Only asymptomatic staff and patrons shall be allowed.
- VI. All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks and gloves has to be worn as required inside the restaurant.
- VII. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently. The material can be obtained from the District Medical and Health Officer, Government of Meghalaya.
- VIII. Staggering of patrons to be done, if possible.

- IX. Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- X. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
- XI. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- XII. Additional patrons to be seated in a designated waiting area with norms of social distancing.
- XIII. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- XIV. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- XV. Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- XVI. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- XVII. Seating arrangement to be made in such a way that adequate social distancing is maintained. **In restaurants, not more than 50% of seating capacity to be permitted.**
- XVIII. Guest Service Standards
  - a. Guests are encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting.
  - b. Hand sanitizer in contactless dispensers to be placed at the entrance and other areas such as washrooms & to remind the guests before entering and while leaving to sanitize their hands.
  - c. Complete details of number of persons to be taken in advance and seating to be accordingly arranged by maintaining the social distancing norms.
  - d. Guest to request not to exceed in pre informed numbers and any sort of deviation in number of persons be informed well in advance.
  - e. Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc.
  - f. Guests to be requested not to carry any item directly bought from outside like gifts etc.
  - g. Guests to be requested to use safe and sanitized vehicles for travel.

#### XIX. Arrival of Guests in Restaurant

- a. All guests are screened for any symptoms before entering the premises.
- b. Guest with body temperature of 98.6° F or more should be politely asked to return or directed to a designated hospital, which would be a precondition at the time of accepting booking.
- c. The gate to be opened by attendant
- d. Guests are directed to sanitize the hands before proceeding for seating area. To place hand sanitizers at the entrance and other areas such as washrooms.
- e. Markings on the floor to be done to maintain Social Distance, wherever required.
- f. Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas.

#### XX. Dining

- a. The entire service of the guests is done by service staff donning hand gloves and face masks
- b. Disposable menus to be used to reduce the chances of transference of virus. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- c. Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
- d. Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant like tables, chairs, work stations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
- e. Buffet service to be avoided in near future. In case of buffet trained service staffs to serve the food from buffet.
- f. Pre-plated dishes to be encouraged in the menu wherever possible.
- g. Name badges of serving staff to be printed in larger fonts for identification from a farther distance.
- h. The crockery, cutlery, service-ware etc. be washed with hot water and food grade/ approved disinfectants.
- i. The service equipment to be segregated and stored in sanitized cupboards.
- j. Use different types of warmers to keep the food and crockery on warm temperature.
- k. The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.

- I. Cashiers to disinfect hands after every settlement thru cash or cards.
- XXI. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- XXII. Use of escalators with one person on alternate steps may be encouraged.
- XXIII. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30 degrees centigrade, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- XXIV. Large gatherings/congregations continue to remain prohibited.
- XXV. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- XXVI. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- XXVII. Proper disposal of face covers / masks / gloves left over by patrons and/or staff should be ensured.
- XXVIII. Deep cleaning of all washrooms shall be ensured at regular intervals.
- XXIX. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- XXX. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- XXXI. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- XXXII. Tables to be sanitized each time customer leaves.
- XXXIII. The Kitchen should follow the following norms
  - a. Operational kitchens must be sanitized at regular intervals.
  - b. Kitchens to plan social distancing zones in kitchen: 1. Range Critical 2. Non Range Critical 3. Pre-Preparation area.
  - c. Work tables to be realigned in such a manner that staff do not face each other and also maintain social distance.
  - d. Staff to wear face masks, chef caps/net caps, face shield.
  - e. Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams
  - f. All staff should wear disposable masks, gloves, hair nets and all other safety gear
  - g. Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect.
  - h. Ensure all tools get sanitized after each use

- i. It would be useful to use an Autoclave machine for all cooking equipment, ladles etc.
  - j. No ready-to-eat food items shall be left open and shall be kept covered.
  - k. Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
  - l. Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
  - m. Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
  - n. Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- XXXIV. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- XXXV. In case of a suspect or confirmed case in the premises:
- a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline. (Phone Numbers of District Helplines are Enclosed as Annexure I)
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

Sd/- (Dr. Vijay Kumar D., IAS)  
**Commissioner and Secretary**  
to the Government of Meghalaya,  
Tourism Department

Annexure 1

**STATE HELPLINE NUMBER: 108**

District Helpline Numbers	
State Surveillance Unit	9366090748
East Khasi Hills	7085281316
West Khasi Hills	9485395373
South West Khasi Hills	9485395373
West Jaintia Hills	6009693315
East Jaintia Hills	3655230605
West Garo Hills	9864939334
South West Garo Hills	6009944841/ 6009919788
Ri Bhoi	8787520449
East Garo Hills	9485113132
North Garo Hills	6009907768
South Garo Hills	7085100406