

Operating Guidelines For Restaurants, Hotels And Food Delivery Amidst COVID-19 Scenario

08th June 2020



- 01** Introduction
- 02** General Guidelines
- 03** Precautionary Measures To Be Taken During Food Service / Delivery / Takeaways
- 04** Precautions To Be Taken By Delivery Executive And Other Precautions To Be Taken
- 05** Precautions During Preparation Of Food Item, Kitchen Hygiene To Be Followed And Precautions Before Closing Kitchen
- 06** Protocols For A Symptomatic Case Of COVID-19 On The Premise
- 07** Guidelines For Use Of Face Covers
- 08** General Hygiene Measures & Guidelines For Use Of Lifts And Elevators
- 09** WHO Protocols For The Use Of Hand Wash and Hand Rub



Introduction

01



- These operating guidelines have been prepared using the Best Practices followed by restaurants, various orders and notifications from the Central & State Government, World Health Organization (WHO), Centers for Disease Control & Prevention (CDC), etc. from time to time as well as guidance documents shared by associations such as CII, FICCI, FSSAI, FDI
- An appeal is being made to all restaurants, hotels, food delivery and their employees/staff members to adopt these guidelines and help Pimpri Chinchwad Municipal Corporation in safeguarding your workforce, their families and the residents of our city in general from this current Pandemic of COVID-19
- The guidelines provided herein are not exhaustive and PCMC may include such other appropriate measures to ensure compliance with advisories issued by the appropriate authorities such as the Ministry of Health and Family Welfare (MoHFW), Ministry of Home Affairs (MHA), Government of India (GoI), Government of Maharashtra (GoM), etc.



General Guidelines

02

General guidelines



Thermal Scanning of all Persons entering the Premises

It is recommended to use thermal scanners and carry out thermal scanning of everyone entering the premises

No person should be allowed to enter the premises without wearing the face covers

Use of touch-gesture based bio-metric attendance (thumbprint / use of keypad) is prohibited

It is encouraged to install the **Aarogya Setu** Mobile Application and the **PCMC Smart Sarathi** Mobile Application

Use of **air-conditioners, coolers, fans** should be in accordance with notification / guidelines issued by the Indian Society of Heating Refrigerating and Air Conditioner Engineers (**ISHRAE**)

Adequate quantities of **hand wash & sanitizers** (preferably with touch-free mechanism) should be made **available** everywhere on the premises

People should cover their mouth and nose with bent elbow or tissue when they *cough or sneeze*

AIR CONDITIONERS:

Set room temperature between 24°C and 30°C

EVAPORATIVE COOLERS:

Must be clean and disinfected and water should be drained

FANS:

Must be operated with windows kept partly open

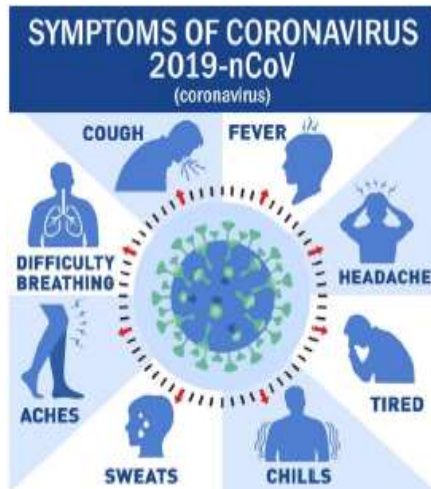


Aarogya Setu App



PCMC Smart Sarathi Mobile Application

General guidelines



While at work, if any person shows COVID symptoms then

- ✓ Immediately assist the person to **nearest Fever Clinic**
- ✓ Move the person to a **quarantine zone** until being transported to healthcare facility
- ✓ Sanitize the tools and equipment used by the employee
- ✓ Report to **PCMC immediately via the Sarathi helpline phone number 8888006666**

Symptoms of COVID 19



Hygiene measures and other precautions to be taken

- ✓ Use of **washrooms** should be in accordance with the requirement of **social distancing**
- ✓ Washroom should be **sanitized every two hours**
- ✓ **Use of Lifts / Elevators should be avoided** to the extent possible
- ✓ Housekeeping teams should be provided with **necessary protective equipment**

Always Maintain Social Distancing



Use Appropriate Personal Protective Equipment for Staff
(Take a judicious call on what is appropriate based on the nature of work involved)

- Adequate **arrangements should made for stay and sanitation for staff members at warehouses**. **Common areas** such as drinking water taps, bathrooms, toilet should be disinfected every two hours
- **Demarcate place markers** (Circles / Squares) at 2-meter distance at all areas across the premises that can become a potential crowding area
- **Spread awareness about COVID-19** through audio every hour



Precautionary Measures To Be Taken During Food Service / Delivery / Takeaways

03

Food Service / Delivery / Takeaways

Do's & Don'ts

Sr. No.	Specification	✓/✗
1	Staggered job rotation may be considered	✓
2	Clean and Disinfect racks and floor within the distribution facility on daily basis to ensure complete hygiene and safety	✓
3	Rules for any work that requires employees within two meters of each other should be established	✓
4	Food workers must use barriers such as tongs, gloves or other utensil to prevent direct hand contact with food	✓
5	Ready-to-eat food item should be kept open	✗
6	Hands free Garbage Bins with biodegradable bags installed across the premises	✓
7	Fruits and vegetables to be consumed raw should be first washed in 50 ppm chlorine (or equivalent solution) and then with clean potable water before storage	✓
8	Buffet system and mass gathering are disallowed right now	✓
9	A unique photo identity card with serial number should be issued (if not issued previously) to all the persons working in the premises	✓
10	A record of all employees along with their phone numbers should be maintained and be provide to PCMC as and when asked for	✓



Loose bakery products should be placed in plexiglass display cabinets and placed in bags using tongs when customers are served



Store food properly in different containers



Marking inside restaurants/hotel to maintain physical distancing



Disposable utensils should be used



Precautions To Be
Taken By Delivery
Executive And Other
Precautions To Be
Taken

04

Precautions To Be Taken By Delivery Executive



Encourage **cashless transaction**



Should compulsory **wear mask**

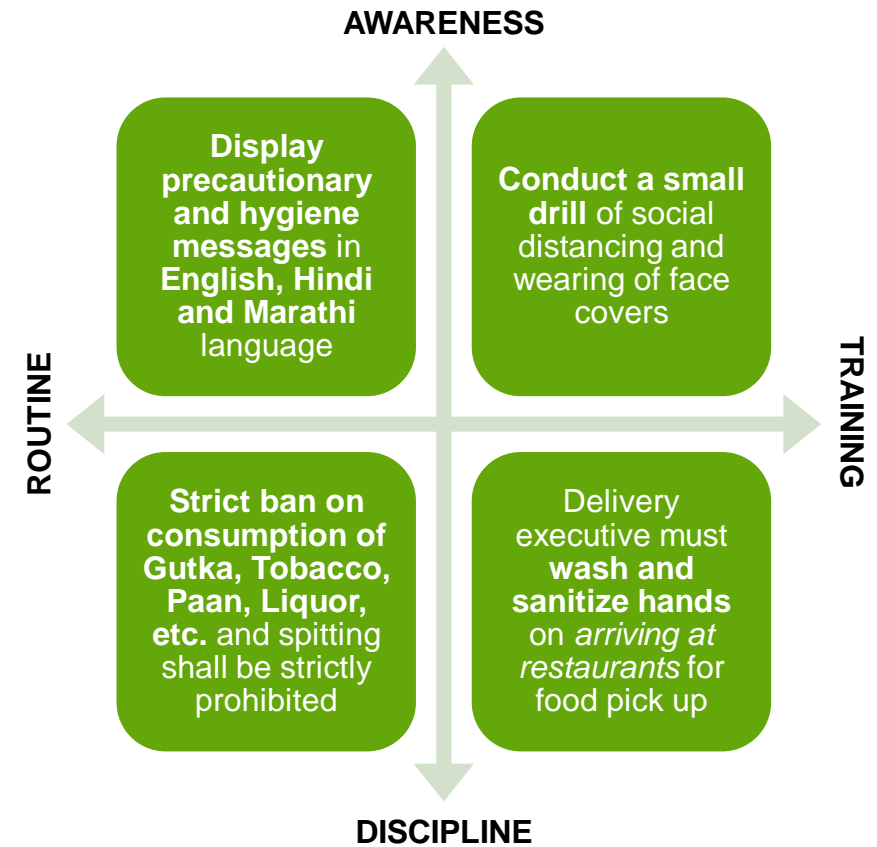


Contactless Delivery by dropping of food parcel outside door by informing customers over phone



Should **frequently clean bike**

Other Precautions To Be Taken





Precautions During
Preparation Of Food
Item, Kitchen Hygiene
To Be Followed And
Precautions Before
Closing Kitchen

05

Preparation Of Food Item



Utensils and crockeries should be properly washed



All kitchen members must meet the expected requirements of personal hygiene

Kitchen Hygiene

All staff members should wash and sterilize their hands, as often as is required

Daily, weekly, monthly and deep cleaning schedules for all kitchen areas should be done and recorded and displayed

The refrigeration temperature should be monitored and any stale item should be thrown immediately

Only designated cleaning clothes and materials should be used

Kitchen Closing Procedure To Be Followed



Fridge, storage areas should be left in a clean, tidy manner



All rubbish should be removed and disposed of correctly



Lighting and ventilation of the kitchen area should be done as appropriate

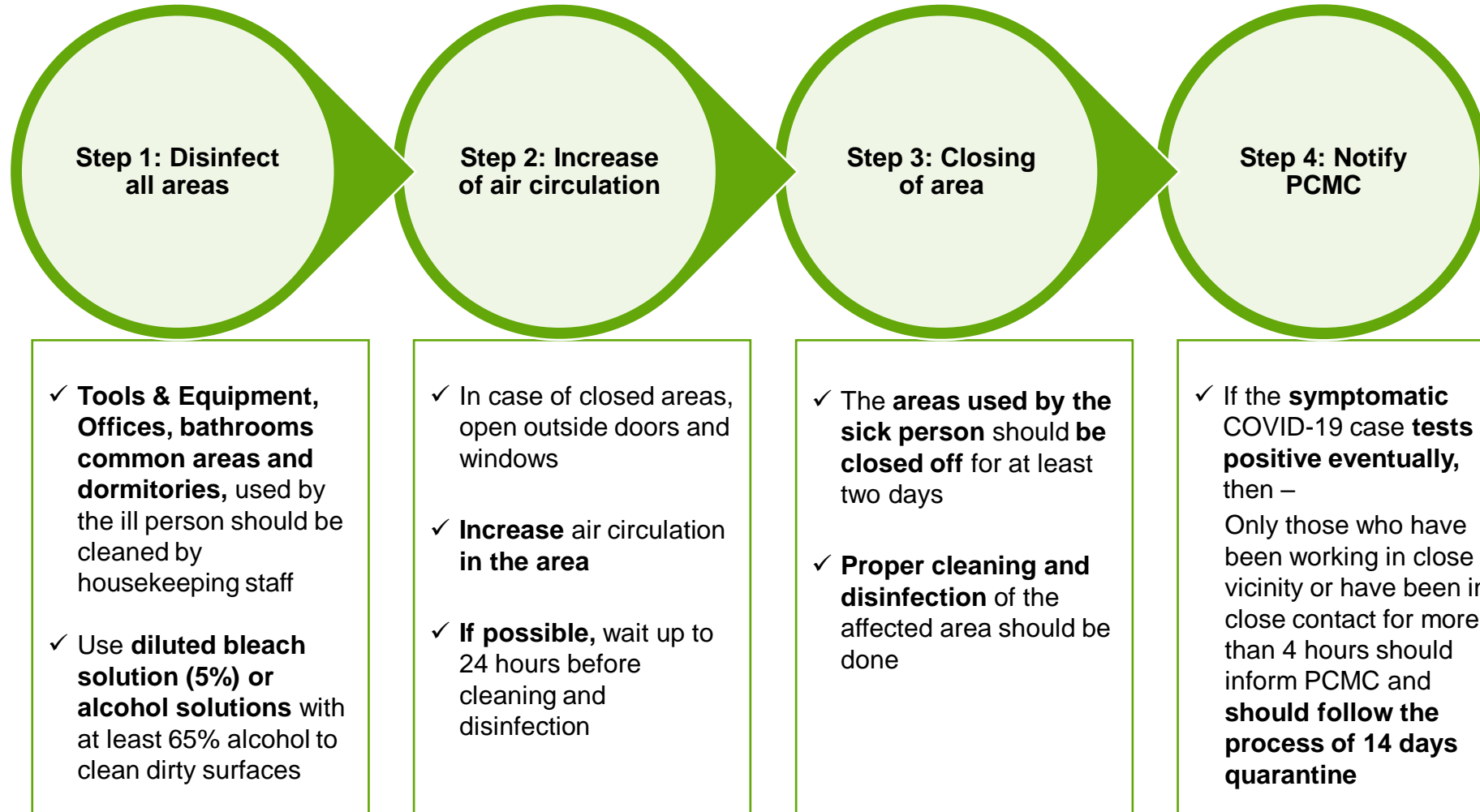




Protocols For A Symptomatic Case Of COVID-19 In The Premises

06

Protocols For A Symptomatic Case Of COVID-19 In The Premises



- **Facility of quarantine (isolation) of COVID-19** suspect should be arranged for staff members and nearby health centre must be informed immediately
- Employers are **advised to show compassion towards the sick** and provide sick leaves to such employees to recover
- It is also **advised that the employers do not deduct pay** in case any of the employee falls sick



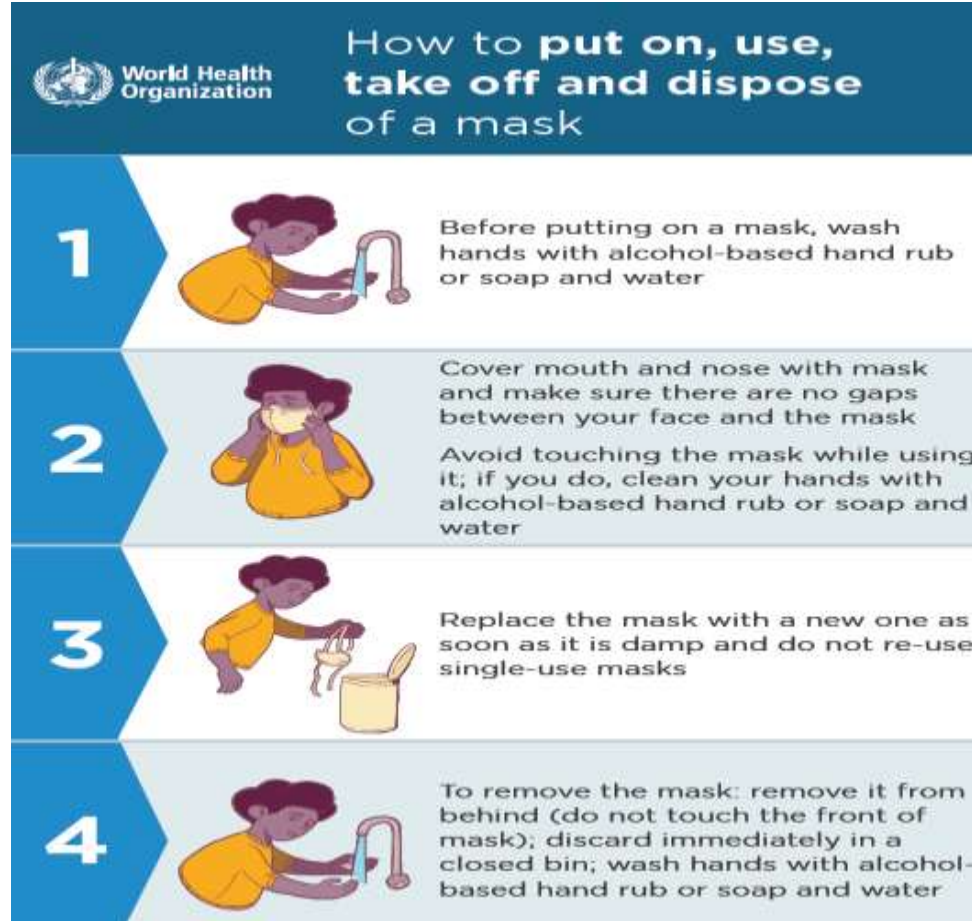
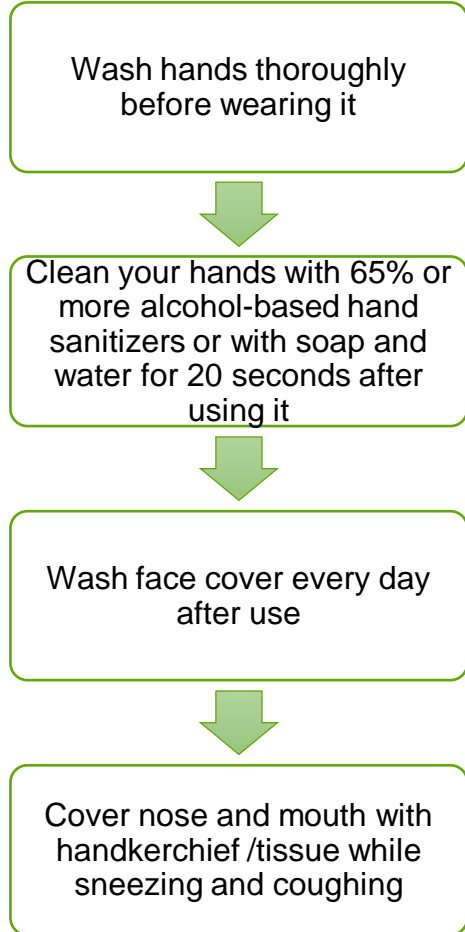
Guidelines For Use Of Face Covers

06

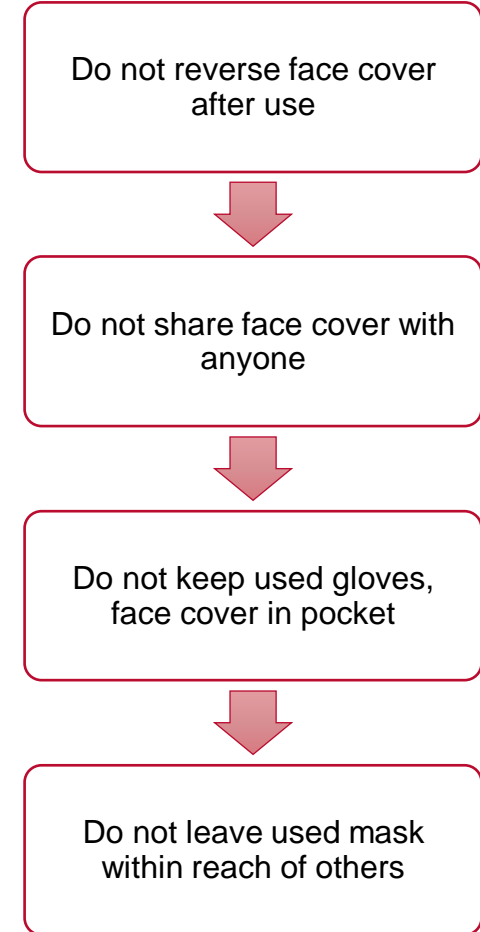
Guidelines for Face Covers



DOs



DONTs





General Hygiene Measures & Guidelines For Use Of Lifts / Elevators

06

General Hygiene Measures



- Always cover nose and mouth while coughing and sneezing with a tissue or flexed elbow
- Wash hands frequently
- Wear closed footwear and if possible, wash them daily

Guidelines For Use Of Lifts / Elevators

- Use of staircase may be encourage. Avoid taking the support of handrails and wall if using steps
- In case lifts are to be used, not more than 30% of the rated person capacity should be utilized
- Avoid using bare hands to press lift buttons; use a toothpick or other such things to press lift buttons. The toothpick should be discarded safely in a bin after one use
- Disinfect lifts, staircase railings and common areas at least twice a day using appropriate disinfecting solutions






WHO Protocols For Use Of Hand Wash, Hand Rub And Face Masks

07



How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 **Duration of the entire procedure: 40-60 seconds**



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

 **World Health Organization** | **Patient Safety**
A World Alliance for Safer Health Care | **SAVE LIVES**
Clean Your Hands



How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

Duration of the entire procedure: 20-30 seconds



1a Apply a palmful of the product in a cupped hand, covering all surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Once dry, your hands are safe.

World Health Organization | Patient Safety | SAVE LIVES Clean Your Hands



Shravan Hardikar, IAS
Municipal Commissioner
Pimpri Chinchwad Municipal Corporation
Pune, Maharashtra, India

Download:
Aarogya Setu Mobile Application
PCMC Smart Sarathi Mobile Application

Stay Safe, Work Safe, Save Lives



www.pcmcindia.gov.in



cto@pcmccindia.gov.in



[@pcmccindia.gov.in](https://www.facebook.com/pcmccindia.gov.in)



[@pcmccindiagovin](https://twitter.com/pcmccindiagovin)

THANK YOU