



Protocol for the prevention and
management of COVID-19 cases

Gastronomic Establishments

September 2020

**#BACapital
Gastronómica**

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1. Introduction

Based on the recommendations of the WHO, we have produced the herein document which will act as a protocol providing the measures and the recommendations at sanitary level that shall be taken into account for the reopening and operation of gastronomic establishments.

The document was developed in conjunction with:

- > The Association of Hotels, Restaurants, Coffee Shops and Cafés (AHRCC)
- > Association of Owners of Pizzerias and empanadas restaurants (APPYCE)
- > Association of artisan ice cream manufacturers and related (AFADHYA)
- > Fast Food Chamber
- > Bares Notables (Remarkable Bars)
- > Bakers Association of Capital Federal (APACA)
- > Franchise Chamber

2. Recommendations for the staff

- a)** Hugging, kissing or shaking hands with friends or other workers should be avoided. Sharing objects and utensils is not allowed.
- b)** Respiratory hygiene measures should be taken when coughing or sneezing, covering the mouth and nose with a tissue and throwing it away immediately.
- c)** A distance of 1.5 metres should be maintained in front of any person.
- d)** If glasses are needed, they should be secured with eyeglass strings.
- e)** Makeup or other cosmetic products that may cause increased sweating or itching should not be used. Employee must avoid touching his/her face.
- f)** The use of cell phones is not allowed in the work area. If, out of extreme necessity, it is used, a new hand hygiene must be automatically carried out.
- g)** Service personnel should disinfect their hands with 70% alcohol solution or alcohol gel before taking orders and after handling money. Perform a thorough hand wash every 30 minutes.
- h)** If coughing or sneezing, the employee should cover himself/herself with a tissue, then throw the tissue in a closed container and wash his/her hands immediately.
- i)** If an employee has symptoms, call 147 immediately for a check-up.
- j)** Staff should not work with the clothes used in the street, they should have a uniform and shoes exclusively for work and wash them periodically.
- k)** In case of symptoms, the employee should not attend to work
- l)** The number of work meetings should be reduced to those that are essential.

2. Recommendations for the staff

m) The temperature of all workers in the room should be monitored. In case of the following symptoms, health authorities should be alerted :

- > Nasal discharge
- > Dry cough
- > General discomfort such as fatigue and muscle pain
- > Headache
- > Fever
- > Difficulty breathing

n) Protective equipment: all workers must be provided with personal protective elements. At the same time, staff should be trained in how to use them correctly.

3. Recommendations for the facilities

3.1. In the dining room.

- a)** Keep the distance of 1.5 m between people as much as possible.
- b)** The tables shall be arranged so that they are separated by a distance of 2 metres.
- c)** A red or blue tape shall be placed marking the distance of 1.5 meters between the bar desk and/or cashier and the customer or waiter for ordering.
- d)** Computers, time clocks and cash registers shall be disinfected by spraying a cloth with 70% alcohol and wiping it over the surface of keyboards or electronic devices. Do not spray the product directly onto the equipment.
- e)** Install in different common points of the room, hydro-alcohol and hand sanitizer dispensers for staff use.
- f)** The tables shall be for a maximum of four (4) people.
- g)** Install an alcohol gel dispenser at the entrance of the business or strategic places..
- h)** No food tasting allowed.
- i)** Keep the spaces ventilated. Air conditioners must be operated in fresh air mode.
- j)** Depending on the phase of the pandemic, the acces of risk group people may be prohibited.
- k)** If any food or utensil has been exposed to a sneeze, dispose of it or disinfect it.
- l)** Clean floors and walls of the room whenever possible between shifts.

3. Recommendations for the facilities

- m)** The cleaning and disinfection of tables and surfaces in contact with diners must be ensured. Tables should be disinfected after each diner leaves the table and always before a new person takes a seat.
- n)** Washed and disinfected cutlery should be wrapped in individual bags to avoid contamination after sanitization.
- o)** The supplies corresponding to the "table service" (bread, ice, napkins, dressings) will be provided to the diner by the service personnel at the time of the service. To avoid contamination, these elements should not be left on the tables.
- p)** Cloth napkins should be replaced with paper napkins.
- q)** Encourage electronic payment to avoid contact with banknotes.
- r)** Bread pieces and ice should not be taken with the hands. They should be served in the corresponding containers by using tongs exclusively for each product. Tongs, coolers and bread baskets should be cleaned and disinfected between services.
- s)** The use of self-service buffets is discouraged. If its service is completely necessary, tongs, ladles and other service tools must be replaced frequently.
- t)** Diners should be advised to disinfect their hands with disinfectant gel at the entrance to the dining room and before eating.

3.2. In bathrooms.

- a)** Disinfect bathroom door knobs as well as all doors knobs in the dining room more frequently.
- b)** Disinfect railings, handrails and entrance door to the premises frequently during each shift of service.
- c)** Clean kitchen and bathroom floors and walls frequently, several times a day. Use chlorine and derivatives.
- d)** Place alcohol gel in bathrooms.

3. Recommendations for the facilities

3.3. In kitchens.

- a)** Clean kitchen floors and walls frequently using chlorine (bleach) and derivatives.
- b)** Disinfect menus, counters, tables, bars, handrails, doorknobs, and waiter pads frequently.
- c)** Sanitize the dishes and utensils.
- d)** Wash tablecloths and napkins made of fabric at more than 60°C. The use of disposable items should be prioritized.
- e)** Cook food above 65°C and maintain the cold chain (reinforce what should normally be done).
- f)** Check that all hand and utensil washing areas are supplied with disinfectant soap and paper towels.
- g)** Ventilate all areas after each shift.

4. Recommendations for consumers

- a)** Cups, eating utensils, food, or drinks should not be shared with other people.
- b)** The establishment staff should suggest to the clients to sanitize hands before and after consuming food.
- c)** Suggested distances should be maintained.
- d)** If coughing or sneezing, the customer should cover himself/herself with a tissue, then throw the tissue in a closed container and wash his/her hands immediately.

5. Recommendations for food handling

- a)** Food should be kept protected from sneezing or coughing from the staff, covered in boxes or display cases.
- b)** If gloves are used, implement correct change and disposal. Otherwise, proper hand washing is better.
- c)** Reception of goods: Each establishment must develop a plan aimed at improving the hygienic conditions for the reception of raw materials, processing and storage of products, strengthening its raw materials and processed products traceability system.
- d)** Increase the frequency of hand washing.
- e)** Increase the frequency of cleaning surfaces and utensils that are in contact with food, using disinfectants.

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