



No. SO (EP&C) 1-8/2020
GOVERNMENT OF THE PUNJAB
PRIMARY & SECONDARY HEALTHCARE
DEPARTMENT

Dated Lahore the 7th August, 2020

To

1. The Director General Punjab Food Authority
2. All Commissioners in the Punjab
3. All Deputy Commissioners in the Punjab
4. All Chief Executive District Officers District Health Authorities, Punjab

Subject: **SOPs TO PREVENT COVID-19 SPREAD WHILE RESUMPTION OF RESTAURANT AND FAST FOOD BUSINESS**

On the recommendations of Technical Working Group (TWG), Primary & Secondary Healthcare Department (P&SHD) is pleased to issue following 'Standard Operating Procedures' (SOPs) for resumption of restaurant business in the province:

1. Basic Principle

COVID-19 is a highly transmissible disease which spreads through respiratory droplets produced during coughing, sneezing and talking of the infected person including a vast majority asymptomatic people. The droplets may contaminate surfaces and hands. Touching eyes, mouth and nose with contaminated hands transmits the virus. Restaurants are required to ensure compliance to COVID-19 prevention key principles:-

a. Hand Hygiene

- (1) Ensure hand wash with soap and water for 40 seconds or rub with 60% alcohol based sanitizer for 20 seconds at entry and after touching shared surfaces like door knobs, furniture, chair arms, tables,

computer equipment, audio/video equipment, tools/ devices, and other communal use item.

- (2) Avoid touching surfaces unnecessarily, if touched wash or sanitize hands immediately.
- (3) Meal serving staff should observe hand hygiene practices before and after serving meals at every table.
- (4) Maintain sufficient stock of hand sanitizer at the restaurant and provide to customers and staff as per need.

b. Respiratory Etiquettes

- (1) Ensure wearing of face mask/covering while visiting restaurants.
- (2) Chefs, cooks, waiters and meal serving staff should wear face mask at all times.
- (3) Elderly and people with pre-medical conditions should avoid restaurant dining.
- (4) Avoid touching and exchanging mask/face covering.
- (5) Wash/sanitize hands if contaminated while coughing/sneezing.
- (6) Maintain sufficient stock of face masks at the restaurants and provide to clients and staff as per need.

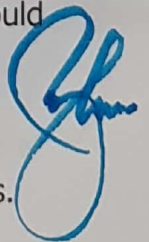
c. Social Distancing

- (1) Maintain inter-person spatial distance of 6 feet throughout dining and waiting area. Floor marking for social distancing should be preferred.
- (2) Do not handshake or hug.
- (3) Limit the dining hall occupancy to 50% of total capacity.
- (4) Ensure placement of dining tables 6 feet apart.
- (5) Ensure customers sit on alternative chairs while leaving adjacent chair vacant. The seat allocated for vacant should be marked with red cross ribbon/ display of "no seating" cards.
- (6) Table serving should be preferred over buffet to avoid crowding around the meal tables.

- (7) Open lawn and rooftop dining should be preferred over indoor closed hall.
- (8) Children play areas inside/outside restaurants will be closed.
- (9) Ensure discipline to maintain social distance and entry and exit by marking on floor.
- (10) Live status of availability of seats in dining area should preferably be displayed at entry gate to avoid crowding. Additional staff with placard on seat availability may be deployed at the gate to guide the guests.
- (11) Online/phone booking of table and time should be preferred over walk in dining customers.

d. Cleanliness & Disinfection

- (1) Ensure regular cleanliness and disinfection of surfaces of surroundings in use by multiple individuals. Examples of shared surfaces include floor, furniture, equipment, doors, rest rooms, wash rooms, toilets, etc.
- (2) Carpeting or mat cover of floors is not permissible.
- (3) Ensure cleanliness and disinfection of dining hall before closing the restaurant on daily basis.
- (4) Ensure cleanliness and wiping of dining tables with disinfectant swab after single use by customers.
- (5) Follow standard procedure i.e. clean the surface to make it dirt/dust free then wipe with 1% freshly prepared sodium hypochlorite solution.
- (6) Staff deployed for cleanliness and disinfection should use mask and gloves.
- (7) Distribution of menu cards should not be allowed. Alternatives like fixed display of menu under table top glass or at prominent visible places in the dining hall or digital menu sharing on WhatsApp should be utilized.
- (8) Ensuring adequate ventilation in dining and waiting halls.
- (9) Ensure regular cleanliness and disinfection of air conditioner filters.



- (10) Staff engaged in currency exchange or collection should use wet sponge to turn leaves while counting. Use of mouth saliva for this purpose is not permissible. A message shall be displayed appropriately cautioning people to avoid this practice.
- (11) Don't share cellphone, camera or other devices unless wiped with alcohol (sprit swab).
- (12) Communal use of towel is not permissible.
- (13) Ensure proper washing of crockery after use with soap and air drying.
- (14) Ensure continual cleanliness and disinfection of communal use wash basin and toilets. Full time cleaner should be present at the facility to keep it clean and disinfected.
- (15) Ensure adequate arrangements for collection and disposal of solid waste.

2. Health Status and Awareness

Health status and awareness regarding COVID-19 prevention requires high importance for self-protection and taking care of fellows.

a. Health Status

- (1) Fever with cough and sore throat are considered symptoms of COVID-19. If anybody is suffering from such symptoms, please call 1033 for guidance.
- (2) Check temperature by thermal scanners at entry point.
- (3) Entrants who suffer from fever and cough should be immediately separated and referred for medical checkup. Restaurants should have liaison with ambulance service (Rescue 1122) to shift the patient when required.

b. Covid-19 Awareness Activities

- (1) Ensure display of awareness standees on COVID-19 prevention at entries and other prominent places.



- (2) Deploy trained staff member to monitor compliance of COVID-19 SOPs, help elderly and children to observe precautions.



CAPTAIN (R) MUHAMMAD USMAN
Secretary

No. & Date Even.

A copy is forwarded for information and further necessary action to:

1. Minister for SHC&ME and P&SHC Departments Punjab.
2. Chief Secretary, Government of Punjab.
3. Principal Secretary to the Chief Minister Punjab.
4. Secretary, SHC&ME Department, Government of Punjab.
5. Special Secretaries, SHC&ME and P&SHC Departments
6. Additional Secretaries (Tech), SHC&ME and P&SHC Departments.
7. Director General Health Services, Punjab, Lahore.
8. All Divisional Directors Health Services in Punjab.
9. Master File.