



## ABSTRACT

Disaster Management Act, 2005-COVID -19 – Standard Operating Procedure (SOP) for Customers/Owners/Managers/Workers in the Restaurants in Tamil Nadu – Orders - Issued.

### REVENUE AND DISASTER MANAGEMENT (DM-II) DEPARTMENT

GO.Ms.No. 280

Dated:06.06.2020

சார்வரி, வைகாசி 24  
திருவள்ளூர் ஆண்டு 2051

#### Read :

1. G.O.(Ms) No. 172, Revenue and Disaster Management Department, dated 25.3.2020 and addendum issued thereon.
2. G.O.(Ms) No. 217 Revenue and Disaster Management Department, dated 3.5.2020 and addendum issued thereon.
3. G.O.(Ms) No. 245 Revenue and Disaster Management Department, dated 18.5.2020 addendum issued thereon.
4. G.O.(Ms) No. 262 Revenue and Disaster Management Department, dated 31.5.2020.
5. G.O.(Ms) No. 263 Revenue and Disaster Management Department, dated 31.5.2020.
6. From the Principal Secretary/ Commissioner of Revenue Administration letter No.OC.I/563/2020 dated.02.06.2020.
7. Government of India Ministry of Health and Family Welfare Department, Office Memorandum, F.No. Z 28015 / 19 / 2020 – EMR / Pt., dated 04.06.2020

\*\*\*\*\*

#### ORDER:

In the G.Os 1st to 5th read above, the Government have issued orders with regard to the guidelines to be followed during the lock down period in adherence to the notifications issued by Ministry of Home Affairs, Government of India from time to time.

2. The Government have examined the Standard Operating Procedure (SOP) issued by the Ministry of Health and Family Welfare, Government of India, Proposal of the Principal Secretary/ Commissioner of Revenue Administration and views of the Director of Public Health and Preventive Medicine for Standard Operating Procedure (SOP) and accordingly issue the

Standard Operating Procedure (SOP) for the Customers/ Owners/ Managers/ Workers of the Restaurants in Tamil Nadu as follows:-

### Facilities at Restaurants

- Thermal screening facility should be made available at the entrance of every restaurant and all customers and workers who enter the restaurant should be screened and in case, it is found that they have fever, they should not be permitted to enter the restaurant and advised to consult doctor.
- Hand wash facilities should be made available with soap and water or hand sanitizer at the entrance of every restaurant.
- Restaurants should be well ventilated and to maintain the cross ventilation all windows should be opened and Air conditioner (AC) or Air cooler should not be used.
- Hand sanitizers should be made available in all the dining tables in the restaurant
- Toilets in the restaurants should be cleaned with 1% hypochlorite solution (1kg of bleaching powder in 30 litres of water) or 2.5% Lysol (1litre of lysol in 19 litres water) atleast 5 times a day. Hand wash / hand sanitizer facility should be compulsorily made available in all the Toilets.
- Floors, elevators, cupboards, the take away facility area & kitchen area in the restaurant should be cleaned with 1% hypochlorite solution (1kg of bleaching powder in 30 litres of water) or 2.5% Lysol (1litre of lysol in 19 litres water) frequently.
- All touch points like door handles, elevator buttons, counter tops, table tops, railings, sinks, taps etc., should be cleaned regularly using a sanitizer / disinfectant.
- Dining Tables and Chairs should be disinfected with 2.5% Lysol (1 litre of lysol in 19 litres water) immediately after every service.
- Only 50% of the total capacity should be allowed at one time in the elevators used in the restaurants.
- In order to maintain strict social distancing in the restaurants, seating arrangements should be made in such a way that one square meter distance is maintained between each dining table
- 50% of seating capacity only to be used. "No service" boards may be placed on the dining tables inside the restaurant in order to ensure social distancing. The total number of dine in customers should be displayed on a board prominently at the entrance.



- At a time, not more than 50% of the chairs should be occupied in the waiting area for dining and take away.
- In order to avoid cash transactions, besides encouraging online money transfers, QR code panels may be deployed wherever possible.
- Take away to be encouraged instead of Dine-in, food delivery personal should leave the food packet at customers door. Do not handover the food packet directly to the customer.
- The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
- All staff and patrons to be allowed entry only if using face cover/ masks. The face cover/masks has to be worn at all times inside the restaurants.
- Staggering of Patrons to be done if possible.
- Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- 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 frontline work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
- Proper Crowd management in the parking lots and outside the premises- duly following social distancing norms shall be ensured.
- Additional patrons to be seated in a designated waiting area with norms of social distancing.
- Valet parking if available shall be operational with operating staff wearing face covers/mask and gloves as appropriate. A proper disinfecting of steering door handles, keys etc., of the vehicles should be taken up.
- Specific markings may be made with sufficient distance to manage the queue and ensuring social distancing in the premises.
- Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- Required precautions with handling supplies inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organised.
- Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- Disposable Menu cards are advised to be used.

- Instead of cloth napkins, use of good quality disposal paper napkins to be encouraged.
- Buffet service should also follow social distancing norms among patrons.
- Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- Use of escalators with one person on alternate steps may be encouraged.
- Gaming Arcades/children play areas (Wherever applicable) shall remain closed.

## **II. Instructions to Managers/Workers / Chef**

- If any of the workers / Chef working in the restaurant have cough, cold or fever they should not be permitted to enter the restaurant and they should be instructed to consult a Government doctor immediately, get tested and follow instructions given by the Doctor. This should be strictly ensured by the owner / manager of the restaurant. The affected persons should not come to work for 7 day compulsorily.
- Managers/workers/Chef of the restaurant should compulsorily wear face mask and gloves.
- Workers should be advised to change their dress after entering the restaurant and subsequently sanitize or wash their hands.
- All workers in the restaurant should wash their hands with soap and water or hand sanitizer before entering the restaurant. Further, they should also be advised to sanitize their hands once in 30 minutes when they are working in the restaurant.
- Manager/workers/Chef should avoid frequently touching the nose, mouth and eyes. It will be advisable to wear a face guard.
- Workers handling food, should avoid wearing watch, ornaments etc.,
- The vegetables, dhal, rice etc., should be cleaned well before cooking with 50 PPM chlorine.
- Cooked food should not be kept open and to be stored in closed containers.
- All the cutleries and crockeries should be washed in soap water and sterilized after every use.
- It should be ensured that the chefs including other workers in the kitchen are wearing apron, head wraps, face masks and gloves. If reusable aprons are used, it should be laundry washed after every use. Gloves, masks should be removed and discarded if they become soiled or damaged and a new pair worn. The used face masks, head wraps and hand gloves should be disposed off safely.



- Further, the chef and workers in the kitchen should be advised to sanitize their hands once in every 30 minutes.
- The bearers who serve food in the restaurant should wear apron, head wrap, face mask and gloves. If reusable aprons are used, it should be laundry washed after every use. The disposable face masks, head wraps and hand gloves should be disposed off safely.
- The bearers should sanitize their hands once in every 30 minutes
- To encourage washing of hands after dining using soap and water, finger bowl wash facility should be avoided.

### III. Instructions to Customers

- Customers having cough, cold or fever should not be permitted to enter the restaurant.
- All customers should wash their hands before entering the restaurants with soap and water or hand sanitizer.
- All customers coming to the restaurants should wear face mask.
- People with Co-morbidity should avoid visiting restaurants.

### IV. General

- Bio-metric attendance system should be avoided in the restaurants.
- Workers of 55 years of age and having co-morbidities should not be allowed to work and they should be advised to stay home.
- Worker's in the kitchen should maintain social distancing.
- Posters / Display Boards to be put up in the restaurants regarding the safety measures to be adopted for the containment of COVID-19.

#### a) avoid Spitting in the open

Do not spit in the open spaces spitting must be done only in wash rooms, where water is available to drain it off the surfaces

#### b) Avoid mass gatherings

Gatherings is strictly prohibited

#### c) Self monitoring of health

If any employee have fever, cough or difficulty in breathing, call family physician and **state helpline number -104** immediately. Self-isolate until further instruction from the treating physician is received.

- d) **Approved signage** should be displayed across the workplace mandating physical distancing as well as **Do's and Don'ts** for the employees. Include information on negating stigma and discrimination, so staff is encouraged for early health seeking. Do not label any area/ persons/ community for spreading COVID-19.
- e) **Intensive training** on good hygiene practices, hand washing, respiratory hygiene, social distancing, surface cleaning practices, self care for any co-morbid conditions, seeking proper care at the earliest etc., should be ensured for all employees.
- f) CCTV camera must at the entrance and also at other places for tracking contacts.
- g) All employees should be advised to use the Arogya Setu App.

#### **h) Dealing with employee anxiety**

- A confirmed case of COVID-19 in the workplace will cause anxiety among co-workers and some may become stressed.
- In case of a suspect or confirmed case in the premises:
  - Place the ill person in a room or area where they are isolated from others.
  - Provide a mask/face cover till such time he/she is examined by a doctor.
  - 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.
  - Disinfection of the premises to be taken up if the person is found positive
  - Clear communication is important, directing workers to reliable sources of information about COVID-19.
  - Managers should be supportive and understanding and as far as possible flexible on work arrangements.

#### **i) Addressing the social stigma associated with COVID-19**

It is important that organizations do not discriminate against anyone who is COVID positive or anyone who has come in contact with any COVID patient and promote empathetic listening and positive messaging around COVID-19

- j) In case, if any staff is having Influenza like Illness and tested positive for COVID-19, the following measures has to be taken:



- The information should be intimated to Office of the Deputy Director of Health Services of the District concerned or 24 hours help line number immediately.
- If an employee tests positive, contact tracing using the Arogya Setu App on the employee's phone should be done and the following steps should be taken (<https://www.mygov.in/aarogya-setu-app>)
  - Those who have had close contact should be asked to self-isolate at home for 14 days from the last time they had contact with the confirmed case. They will be actively followed up by the designated public health services.
  - Staff who have not been in close contact with the original confirmed case should monitor their health for symptoms and can continue to attend work.
  - The affected zone should be cleaned and disinfected immediately and work in that area resume only on the following day

**k) Disinfection of the workplace after an employee tests positive**

- All buildings and working area surface frequently touched by hands should be cleaned frequently with 2.5% Lysol, (1 litre of Lysol in 19 liters of water)  
Note: Alternatively, 1% Hypochlorite Solution can be used.
- The Floors should be cleaned with 1% Hypochlorite solution (1Kg Bleaching powder in 30 litres of water or 3 Kg Bleaching powder in 100 litres of water)
- **Knapsack** sprayers can be used for disinfecting inside the buildings and Power sprayers can be used for disinfecting outside buildings areas and water wash pumps can be used for spraying, and cleaning should be done by wet mopping. Dust generating dry cleaning process should be avoided.

**l) Transport vehicles for ferrying staff**

- Transport facility may be arranged while ensuring physical distancing, as required.
- The vehicle should be fully disinfected with 2.5 Lysol after every trip.
- The driver and the companion, if any, should also wear a mask during the travel.

**V. Generic preventive measures**

- Persons above 65 years of age persons with co-morbidities, pregnant women and children below the age of 10 years are advised to stay at home except for essential and health purpose. Restaurant management to advice accordingly.
- Physical distancing of at least 6 feet to be followed as far as feasible.

- 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.
- Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.

**(By order of the Governor)**

**K.SHANMUGAM  
CHIEF SECRETARY TO GOVERNMENT.**

To  
The Principal Secretary/Commissioner  
of Revenue Administration, Chepauk, Chennai - 600 005  
All Secretaries to Government, Chennai - 600 009  
All the District Collectors.  
The Commissioner, Greater Chennai Corporation, Chennai.

**Copy to**

The Hon'ble Chief Minister Office, Chennai-09  
The Special PA to Hon'ble Deputy Chief Minister, Chennai- 09  
The Special PA to Hon'ble Minister for Revenue & Disaster Management  
and Information Technology, Chennai-9.  
The Private Secretary to Chief Secretary to Government,  
Chennai-9.

**/Forwarded By Order/**

*deyams*  
*6/6/2020*  
**SECTION OFFICER**