

# Guide for licensed restaurants and bars in Trondheim during the Covid-19 pandemic

Version 8 (15 April 2021)

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## Local guide:

This guide provides in-depth explanations of national and local regulations and offers tips for risk assessment and measures to maintain good protection against infection. The guide is meant to be strong instructions for restaurants and bars in Trondheim. If changes are made in national and local regulations these will always override the guide.

The guide is updated regularly in accordance with national and local regulations, and the updated version can be downloaded from the local authority's website.

## National and local requirements in regulations for licensed restaurants and bars:

- The establishment is responsible for complying with the basic requirements for protection against the spread of the virus pursuant to the version of the regulations in force at any point in time: the [Covid-19 regulations](#) and the [local regulations for protection against the spread of the virus](#). Recommendations from the FHI (Norwegian Institute of Public Health) also apply as a guide for [events](#) and [restaurants and bars](#) as does [the industry standard for restaurants and bars from NHO](#) (Confederation of Norwegian Enterprises).
- Procedures for good hygiene and good cleaning must be established, and it must be ensured that these are complied with.
- Guests and staff must maintain at least one metre's distance from people from other households.
- The establishment must ensure that there is at least one metre's distance between the seating when guests arrive, and that that this is taken into consideration when a table is booked, however in such a way that household members may sit closer to each other.
- There must be seating for all guests.
- Alcohol can only be served at the table and only to those who are served food.
- Alcohol can be served until ten o'clock p.m. (22.00) and guests cannot consume alcohol after ten-thirty p.m. (22.30).
- No guests are to be admitted after ten o'clock p.m. (22.00).
- Restaurants and bars licensed to sell alcohol must register the contact information of all guests.
- Private parties in a public venue or in rented or borrowed premises may not have more than ten persons.
- Indoor events can have a maximum of 100 guests if ushered to fixed seating.

***No exemptions may be made to the national requirements given in regulations, but local regulations may be more limiting than the national regulations. The chief municipal medical officer may make exemptions from the local regulations in special cases.***

## Definitions

**Household:** People sharing a kitchen and living room, girlfriends and boyfriends, friends with close and/or frequent contact.

**1 metre's distance between guests:** Measured from head to head when the guests are sitting in a normal way at the table.

**Private parties:** Parties for family, friends and acquaintances, or social gatherings in the context of work or school. This includes events after ceremonies, parties and catering with the serving of alcohol in connection with seminars, conferences, courses and other work-related meetings.

**Food:** Food mainly means meals from a kitchen, one's own or a catering kitchen. Buns, baguettes, toast, snacks/peanuts etc. are not counted as food. See Item 7 in the guide.

## Local guide

- Each establishment must make a risk assessment (internal control) of protection against the spreading of the virus based on the size of the premises and its properties, and must describe relevant measures.
- Risk assessment/internal control documentation in connection with Covid-19 must be openly available for review during the venue's opening hours.

## 1) Responsibility

### The responsibility of the enterprise/establishment

The establishment is responsible for complying with the basic requirements for protection against the spread of the virus pursuant to the [Covid-19 regulations](#) in force at any point in time and recommendations concerning protection against infection from the Norwegian Institute of Public Health about [events](#) and [restaurants and bars](#). [The industry standard for restaurants and bars from the Confederation of Norwegian Enterprises](#) also provides guidelines. The establishment must document that a risk assessment has been made and that measures have been implemented to reduce the risk of infection, cf. Item 2.

### The responsibility of the local authority

The local authority is responsible for supervising the enterprises' compliance with the infection protection rules and for initiating measures if these rules are not adequately observed. Supervision is carried out by uniformed security guards during weekends and if members of the general public report concern about an establishment. Enterprises will be under scrutiny when deviations are found.

### The responsibility of guests

Guests are responsible for complying with the written and verbal rules in the restaurants and bars. If a guest is in charge of an event (for example a wedding or confirmation) this person must be informed that [the guest/arranger is responsible for the following](#):

- she/he has an overview of everyone who is present so that lists of names and telephone numbers of all the guests are available if infection tracing is required over the following ten days
- she/he must ensure that anyone in quarantine or anyone who has acute respiratory symptoms (except known allergies) or another acute illness does not attend
- she/he must work together with the restaurant/bar (deciding table seating arrangement) to ensure that people who normally do not socialise closely can be seated with one metre's distance between them
- she/her must inform other guests about the rules in force for protection against infection

## **2) Risk assessment and measures for protection against infection**

Each enterprise must make a risk assessment relating to protection against the spread of the virus based on the size of the establishment and its properties, and it must describe relevant measures taken to ensure good protection against the spread of the virus. The risk assessment must include challenges, risks and measures in the following areas:

- Staff or guests who are ill – preventive measures and measures in the event of acute illness
- Keeping distance, preventing queues from forming
- Information to guests about measures to prevent infection
- Measures if guests do not comply with the infection-prevention rules
- Cleaning of often-touched surfaces and toilets
- Staffing and training
- Responsibility for compliance with the rules

Tips and proposals are attached with an internal control template for infection-prevention measures that can be used, but the restaurants and bars may design their own system which at a minimum must cover the areas mentioned in the template. Documentation of the risk assessment/internal control relating to Covid-19 must be openly available for review during the venue's opening hours.

## **3) Distance and seating**

Maintaining distance is a very important factor for preventing infection. The central authorities' Covid-19 regulations require that restaurants and bars must ensure that guests and staff can maintain at least one metre's distance between people from other households. If waiters are to be able to maintain distance between the guests, there must be more than one metre's distance between each table.

In October 2020, the regulations were tightened, and it was underlined that restaurants and bars must ensure that there is at least one metre's distance between the seating of persons when guests arrive, and that this is taken into consideration when a table is booked, however,

members of the same household may sit closer to each other. The establishment must remind guests that they should keep their distance to others who are not members of their household. The enterprise must decide the maximum number of guests the establishment can admit and still maintain the distance requirements, and the staff are required to follow up and guide the guests. A floor plan should be made showing that there is a carefully drawn up plan and comprehensive understanding of seating, distances and the number of persons in the room. This will also be important if infection tracing is necessary.

The enterprise must assess whether tables should be labelled with the maximum number of guests from different households, particularly in establishment where guests do not book in advance or are not shown to a table by the staff (for example cafés, burger restaurants).

The distance must be sufficient between all the tables to allow the staff to move around without being in constant close contact with guests. There must be at least one metre's distance between seating groups measured from head to head, and also so that the staff can maintain one metre's distance to the guests. This applies to both indoor and outdoor tables.

The enterprise must ensure that distance can be maintained in all areas, including the entrance area, seating area, outdoor tables, passageways and toilets.

If there are booths in the seating area where it is not possible to make sufficient space between the groups, this may be compensated for by physical solutions that give protection against virus infection. Example: set-up walls or Plexiglass dividers in the booths.

Staff may take orders, serve and receive payment at the table as long as they only remain at the table for a short period of time.

Procedures must be established to ensure that customers picking up take-away food keep their distance to staff and guests.

*Comment:*

*The risk of infection increases with the time spent together and when the distance between people is smaller. The Covid-19 regulations define close contact as being in contact with other people with less than two metre's distance for more than 15 minutes or direct physical contact. It is therefore particularly important to comply with the distance rules in places where guests will be seated for more than 15 minutes.*

#### **4) Seating and serving at the table**

There **must** be seats at the table or counter for all the guests.

Guests shall not as a general rule get up to order, pick up or pay for food and beverages at the counter. This is possible, however, if the design of the establishment makes this possible so that guests ordering their food will not be standing closely together in line. This applies to indoor and outdoor serving.

Alcoholic beverages must always be served at the table in accordance with the regulations. In eating establishments that have been designed for this, the ordering and picking up of food and other beverages may take place at the counter or cash register. Food and beverages (with the exception of alcoholic beverages) may also be picked up from a buffet, but this requires good measures to prevent infection, cf. guidelines from the Norwegian Institute of Public Health ([FHI](#)) relating to restaurants and bars.

If guests are to pick up food and beverages it must be possible to maintain a distance of one metre in the line, and guests must not remain standing by the counter for any length of time.

Measures to prevent infection in the case of alternative ways of waiting on tables must be described in the establishment's risk assessment.

*Comment:*

*In general guests must be seated at their table or in a chair as much as possible to ensure as little circulation in the room as possible, and the one metre's distance rule must be maintained.*

*The one metre's distance rule for guests from different households has proved to be difficult to enforce, as some guests want to sit closer, and many claim they are from the same household even if this is not always the case. The regulations have been tightened, however, to make sure that restaurants plan their activities so that people from the same household can maintain one metre's distance. This can be ensured if the guests are asked about their household on arrival or when booking. Persons who do not live together, but socialise closely and frequently should be considered as members of a household, if the guest requests this, see definition on the first page.*

*Due to the risk of infection it is important that not too many guests sit at the tables, and that mingling and crowding in other parts of the establishment are avoided. It is also important that the sound level is not too loud so that it is possible to hear each other when talking normally at a distance of one metre.*

## **5) The number of guests**

Private parties in a public venue or in rented or borrowed establishments have a limit of maximum ten participants. Public events can have up to 100 guests if all are ushered to fixed seating. No upper limit has been set on the number of guests in restaurants and bars. What will decide the number of guests is the ability to maintain the distance requirements and compliance with the other measures to prevent the spread of infection.

## **6) Informasjon for guests**

- Procedures must be drawn up to provide information to guests about the measures implemented to comply with the distance requirements and infection hygiene, and hand anti-bac spray/bottles must be openly available
- Guests must be asked in advance or on arrival whether they belong to the same household or normally socialise closely and frequently. If the answer is yes, the guests may sit with normal seating distance if they so choose. If not, they guests must be offered a table where they can sit with one metre's distance to each other
- Information must be posted informing about the requirements governing distance and hygiene. Trondheim Local Authority has made posters that can be printed out and posted. Alternatively the enterprise may make its own posters
- Restaurants and bars are urged to post information on their website about the measures that have been implemented to prevent infection and also inform about this when taking bookings or making digital table reservations etc.
- Guests are asked to use contact-free payment cards or Vipps (phone payment service)

## **7) Food and serving of alcohol**

The Covid-19 regulations have now opened for the serving of alcohol in restaurants and bars on certain conditions. The loosening of the regulations allows restaurants and bars to serve alcohol with food served on the premises. The purpose of the visit must thus be considered to be the eating of a meal. Alcoholic beverages may be served while waiting for the food and may also be served after the meal. The principle is that the alcohol accompanies a meal, and not that alcohol is served with a snack.

Only guests buying food may be served alcohol, and only when served at the table. It is, for example, not enough that one out of four guests at a table buys food, and the other three only buy alcohol. Guests who do not buy food may only order alcohol-free or alcohol-light drinks.

Food here mainly means meals from a kitchen. However, it is not important whether the food is prepared in the establishment's kitchen, by a catering company or delivered from a food truck parked nearby. Buns, baguettes, toast, snacks/peanuts etc. are not counted as food in this context.

## **8) Staffing, training and security guards**

The enterprise is obliged to have a sufficient number of staff at work to ensure safe serving. The staff roster must be adapted for the extra duties required to ensure compliance with the measures to prevent the spread of infection.

The staff must be given the necessary training.

The use of certified security guards is recommended in such venues as pubs and nightclubs, either as permanent guards or on-call service, depending on the profile and type of customers that visit the venue.

### **9) Good hygiene and cleaning**

The establishment must identify areas where the risk of spreading infection is present and make good hygiene and good cleaning procedures.

Surfaces that are touched often, such as door handles, must receive extra cleaning. **Tables, menus, payment terminals etc. must be cleaned after each guest. No salt and pepper shakers, ketchup and mustard containers, cutlery containers or similar should be made available.** The reason for this is to reduce the number surfaces that carry the risk of infection from being touched. Shared water pitchers can be used for people from the same household or if one person pours for the other guests at the table.

Disinfectant spray should be available at the entrance and in strategic locations in the establishment.

Kitchen and dishwashing staff are together for extended periods of time during their shift. It is recommended to have one metre's distance between workstations where the staff are together over a period of time and that consideration is given to the risk of spreading infection when moving past each other. Kitchens already must comply with special rules from the Norwegian Food Safety Authority relating to cleaning and safe operations.

### **10) Registration of guests**

Trondheim local authority requires in its local temporary regulations that all guests are registered with their name and telephone number. This is more than the Covid-19 regulations require. Trondheim local authority recommends, in agreement with the catering industry, that such registration is done in all restaurants, bars, cafés etc. where customers normally stay for 30 minutes or more, including venues that are not licensed to sell alcohol.

If when tracing infection the local authority learns that a person with Covid-19 has been an infection carrier during a stay in a restaurant/bar, the establishment will be contacted and asked to provide an overview of guests during the period of time in question. The guest registration data should therefore be available for up to 14 days. All enterprises are urged to use electronic booking if possible.

## Attachment

Trondheim local authority offers this template for use when making an assessment of risks and measures (internal control).

<b>Area of protection against the spread of infection</b>	<b>Challenges:</b> Here enter and describe challenges when it comes to the spread of infection.
	<b>Measures and procedures:</b> Measures aimed at solving the challenges must be described here.
	<b>Responsibility:</b> Who is responsible for carrying out the measures must be stated here. This person must have the opportunity to check that the measures are being complied with in day-to-day operations, and must have the authority to introduce the necessary changes to ensure safe operations with protection against the spread of infection.

## Tips

Here we mention some important topics (infection protection areas), in addition to challenges connected to each topic and examples of measures and follow-up.

### General measures

**Challenge:** Infection is spread in restaurants and bars and similar establishments

**Measures:**

Distance

- Controlled admission of guests (*state for example how, such as ushers/doormen etc.*)
- The furnishings of the venue are arranged so there is a clear one metre's distance between guests
- A floor plan that shows table placement, number of guests and passages between tables is available to and familiar among the staff

Staffing

- The staff and security guards have been trained in infection protection to ensure good hygiene, high awareness and staff accountability (*give concrete details*)
- Increased staffing and security guards to ensure proper protection against spreading of the virus (*give concrete details, for example how many*)
- Good hygiene, high awareness and staff accountability

Information for guests

- Information material is available for guests at the entrance, toilets, queue areas, smoking areas, at the tables and where it is natural to give guests and staff a reminder of the

procedures (*inform about how this is done – posters, information when booking, on arrival etc.*)

#### Cleaning and hand hygiene

- Frequent cleaning of all surfaces and physical contact points. Do not forget trays!
- See [advice about cleaning and cleaning agents from the FHI](#) (Norwegian Institute of Public Health)
- Procedures ensuring that cleaning is carried out and logged. (*The log must be available for inspection*)
- All staff must have easy access to hand washing facilities and hand disinfectant
- *Antibac* dispensers (hand disinfectant) for guests at the entrance and toilets

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

#### Entrance

**Challenge:** Guests queue for admission. Guests are close to each other in the outdoor smoking area.

#### Measures:

- Security guard, supervision of queues and smoking area
- All staff encourage guests to maintain distance
- Guests who do not comply with the requirement to keep their distance are asked to leave the establishment after receiving a warning
- Guests in the smoking area are reminded to keep their distance
- Where a system for queueing is established, visual reminders must be posted, such as tape on the floor or in the toilet to remind guests to keep their distance (*describe where*)

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

#### Toilet area

**Challenge:** Infection risks from surfaces that are touched often, such as door handles and locks, washbasins and paper dispenser.

#### Measures:

- Staff have responsibility for procedures to ensure frequent cleaning of such surfaces and for logging work carried out. One person on each shift has special responsibility for this
- Information is given urging guests to wash their hands thoroughly, and to avoid touching surfaces (for example use elbow to open the door)
- Hand disinfectant is available outside the toilet

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

### **Moving around the establishment**

**Challenge:** Guests move around in the establishment, coming into contact with or coming too close to other guests and staff.

**Measures:**

- Guests must be served at the table as much as possible. Serving of alcohol must always be at the table (*Describe how this is solved locally. If there is buffet food and beverages (except alcohol), the enterprise must describe how it prevents the spreading of infection from using common cutlery*)
- Guests are told to remain seated at the table, except for visits to the toilet and smoke breaks
- Visual reminders are posted and tape has been put on the floor or in the toilet to remind guests to keep their distance (*Describe if this is relevant for the establishment*)

### **Transfer of infection from surfaces**

**Challenge:** Infection in areas where many people touch the same surfaces.

**Measures:**

- The following points, where many people touch the surface, need extra cleaning (*fill in - such as tables, armrests, other objects on tables, doors in the establishment, and include how often the cleaning is done*)
- Guests are asked to use contact-less payment cards or Vipps (phone payment service)
- Handheld card terminals for payment at tables must be cleaned between use. (*Note: Some touch screens do not tolerate hand disinfectant*)

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

### **Sound level and music**

**Challenge:** High sound levels cause guests to shout or lean close to each other to hear what is being said.

**Measures:**

- The sound level must not exceed the level at which guests can be heard with one metre's distance. (*This reduces the risk of infection while also making it easier to guide and inform guests*)

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

## Infection among staff

**Challenge:** A member of staff may become infected, staff may infect each other and infect guests

**Measures:**

- Staff have been given basic training in measures to prevent infection
- Staff have been made accountable for following up their workplace's procedures and the authorities' guidelines for protection against infection (*enter how, web course, in writing or verbal information*)
- Staff comply with the general virus protection recommendations, such as good hand hygiene, coughing in the crook of one's arm, avoiding close contact with others whenever possible
- It is recommended that staff serving customers wear a mask
- Staff who have symptoms must stay home for one day (24 hours) after being free of symptoms
- Do not wear rings on fingers during working hours
- Purses, bags and backpacks should have a fixed storage place so they do not come into contact with other objects
- Staff wash or use disinfectant on their hands after using their mobile phone and after clearing away used glasses and plates etc.

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

## Measures to prevent all staff from having to be quarantined

**Challenge:** If a member of staff has been in close contact with anyone tested and found to be infected by the corona virus, this person must stay home in isolation.<sup>1</sup> This may create staffing challenges.

**Measures:**

- Staff are put in regular shift rosters as much as possible so the same staff members are at work at the same time. (*If staff are mixed, this may lead to the majority of the staff being at risk of having to be in quarantine at the same time if an infection test is positive*)

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

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<sup>1</sup> Who this applies to is defined by the public health service in cooperation with the infected person. Close contact means contact with an infected person with less than two metres' distance for more than 15 minutes, or direct physical contact. The person in question must remain in quarantine for at least ten days after the contact occurred.

**Guests who do not comply with measures to prevent infection**

**Challenge:** Guests who are intoxicated might not take measures to prevent infection seriously enough.

**Measures:**

- The establishment must be keenly aware of the guests' intoxication levels
- Guests must be notified as quickly as possible if they are not keeping the proper distance to prevent their behaviour from worsening
- Guests who refuse to comply with staff requests, despite warnings, are asked to leave the establishment

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.

**Virus protection for security guards**

**Challenge:** Security guards do not have easy access to wash their hands

**Measures:**

- The security guards have access to hand disinfectant at the entrance
- The security guards have virus protection gear readily available, such as masks and gloves if they have to deal with situations with a guest suspected of being infected.

**Responsibility:** Enter who or which function is responsible for implementing the items in the measures plan.