

Updated April 14, 2020

COVID-19 Guidelines: Take-Out and Delivery

Personal Hygiene

- Employees must ensure proper handwashing practices are followed
 - Wash hands often with soap and warm water for at least 20 seconds, paying special attention to in between fingers and underneath nails
 - Hand sanitizer should not be used in place of handwashing. If hand sanitizer is used after handwashing, allow time for it to dry completely prior to touching any surfaces or food products
- No bare-hand contact should occur with ready to eat food. Ensure gloves are worn at all times, following proper glove usage protocols
 - Gloves should be single use ONLY
 - Hands must be washed prior to placing gloves on
 - Ensure the proper size glove is available at all times and chosen
 - Gloves should be changed when:
 - Gloves become dirty or torn
 - Before beginning a different task
 - After an interruption, such as taking a phone call
 - After handling raw meat, seafood, or poultry and before handling ready-to-eat food
 - After four hours of continuous use
- Employees must wear facemasks at all times, mandated on April 14, Executive Order 20-24
 - The CDC has determined that cloth masks can aide in slowing the spread of COVID-19
 - Face masks should cover nose and mouth and fit snugly around face
 - **Do not** use N-95 masks; these are meant for medical workers
 - There is no restriction against wearing these types of masks if already in possession
 - Launder reusable face coverings daily before/after each use
 - For information on proper usage, washing and making face coverings, visit the CDC website: <https://bit.ly/2Vf90nB>
- When should hands be washed?
 - When entering the establishment
 - For take-out, before and after each guest interaction
 - After handling money, credit cards or dirty dishes
 - After touching eyes, nose or mouth
 - After using the restroom
 - When switching tasks
 - When switching gloves
 - Anytime a task is interrupted
- Employees must ensure they are following the employee health agreement guidelines
 - Anyone feeling off, sick or showing any symptoms of illness MUST stay home

Off-Site delivery

- Do not require credit card signatures in order to avoid close proximity
- Ensure all food is placed in containers to avoid mixing, spilling, leaking



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- Delivered to guest in a protected manner
- All food items should be properly labeled to prevent potential allergic reactions
- Monitor food to ensure time/temperature guidelines are followed

Take-Out

- Encourage patrons to stay in their cars using curbside pick up
 - Bring food outside to patrons picking up to go orders
- Do not require credit card signatures in order to avoid close proximity
- Establishments should use single-use, pre-wrapped utensils to reduce the risk of contamination
- Condiments being provided should be single use products