

# COVID-19 Foodservice Recommendations

## Customer Pick-up and Delivery

### AFFECTED RETAIL FOODSERVICE

*Included but not limited to,* restaurants, food courts, bars, taverns, breweries, wine tastings, coffee shops, bakeries, ice cream parlors, snack bars, concessions, sport facilities.

### RETAIL FOODSERVICE CUSTOMER PICK UP

- Review company employee health policy
- Employees must be non-symptomatic of COVID-19
- Symptomatic employees must self-isolate at home fourteen days
- Train staff in COVID-19 self-protection procedures
- Provide foodservice staff with unlimited access to hand sinks, soap & paper towels
- Use disposable gloves as an added layer of protection
- Provide hand antiseptics with a minimum of 60% alcohol for customers and staff that have high customer contact and no access to handwashing facilities
- Frequent touch point disinfection in customer areas
- Frequent handwashing
- Distancing from customers as much as possible
- Ask customers to maintain three to six feet of distance between each other when waiting for orders
- All orders packaged for take-away
- Foodservice workers pack single service items and disposable utensils in take-away containers

### OTHER CONSIDERATIONS IF APPLICABLE

- Utilize social media platforms to inform customers of your protocols
- Pre order only-phone, web based or e-mail
- Drive-thru, window, curbside pick-ups rather than customers sharing employee areas
- Post information for customers about social distancing when inside the facility
- Create a system that reduces customers crowding in ordering and pick up areas
- Card payments to reduce direct contact with foodservice employees
- With dining rooms closed, remove chairs to discourage customers lingering
- Teach staff the importance of social distancing when they are not at work. Stay home, limit contact with others, go out for essentials on a limited basis
- Set up auto shipments with suppliers for sanitizers, disinfectants, test strips, soap, paper towels and disposable gloves
- Set up protocols to keep employees in designated positions, rather than moving throughout the facility and cross contaminating surfaces
- Train delivery drivers to wash hands between deliveries and sanitize delivery equipment daily and as needed
- On delivery orders, provide customers an option to leave special requests on the order such as, "leave delivery on porch"
- Third party pick-up/delivery companies: consider a safety seal on to-go containers or a sealed to-go bag for food items

Source: Hamilton Co Health Dept Noblesville, In

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