




Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic




BE HEALTHY, BE CLEAN

 <ul style="list-style-type: none"> • Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor • Employers - Instruct sick employees to stay home and send home immediately if sick • Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms 	 <ul style="list-style-type: none"> • Wash your hands often with soap and water for at least 20 seconds • If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC • Avoid touching your eyes, nose, and mouth with unwashed hands • Wear mask/face covering per CDC & FDA 	 <ul style="list-style-type: none"> • Never touch Ready-to-Eat foods with bare hands • Use single service gloves, deli tissue, or suitable utensils • Wrap food containers to prevent cross contamination • Follow 4 steps to food safety Clean, Separate, Cook, and Chill
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CLEAN & DISINFECT

 <ul style="list-style-type: none"> • Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA • Have and use cleaning products and supplies • Follow protective measures 	 <ul style="list-style-type: none"> • Disinfect high-touch surfaces frequently • Use EPA-registered disinfectant • Ensure food containers and utensils are cleaned and sanitized 	 <ul style="list-style-type: none"> • Prepare and use sanitizers according to label instructions • Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing
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SOCIAL DISTANCE

 <ul style="list-style-type: none"> • Help educate employees and customers on importance of social distancing: <ul style="list-style-type: none"> - Signs - Audio messages - Consider using every other check-out lane to aid in distancing 	 <ul style="list-style-type: none"> • Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings • Place floor markings and signs to encourage social distancing 	 <ul style="list-style-type: none"> • Shorten customer time in store by encouraging them to: <ul style="list-style-type: none"> - Use shopping lists - Order ahead of time, if offered • Set up designated pick-up areas inside or outside retail establishments
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PICK-UP & DELIVERY

 <ul style="list-style-type: none"> • If offering delivery options: <ul style="list-style-type: none"> - Ensure coolers and transport containers are cleaned and sanitized - Maintain time and temperature controls - Avoid cross contamination; for example, wrap food during transport 	 <ul style="list-style-type: none"> • Encourage customers to use "no touch" deliveries • Notify customers as the delivery is arriving by text message or phone call 	 <ul style="list-style-type: none"> • Establish designated pick-up zones for customers • Offer curbside pick-up • Practice social distancing by offering to place orders in vehicle trunks
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