

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

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