

# COVID-19 Foodservice Recommendations

## Customer Pick-up and Delivery

Hendricks County Health Department  
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Hendricks County Health Department

As you are aware Governor Holcomb made the announcement that bars, nightclubs, and restaurants in Indiana are required to close to in-person patrons and may provide take-out and delivery services through the end of March.

### RETAIL FOODSERVICE CUSTOMER PICK UP

- Review company employee health policy
- Employees must be non-symptomatic of COVID-19
- Please see CDC guidelines for symptomatic employees
- Train staff in COVID-19 self-protection procedures
- Provide foodservice staff with unlimited access to hand sinks, soap and 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
- Disinfect touch points frequently
- 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 common 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
- Encourage card payments to reduce direct contact with foodservice employees
- With dining rooms closed, make chairs inaccessible 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
- Plan ahead and order supplies of 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

# COVID-19 Touch Point Disinfection Recommendations for Retail Foodservice Customer Areas

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## Retail Foodservice Facilities

Comprise of retail food establishments, grocery, and food events that are visited by the general public. Frequency of disinfection will vary based on customer traffic.

### Cleaning

Refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. By removing the germs, it decreases their number and therefore any risk of spreading infection

### Disinfecting

Works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

### EPA tested sanitizers and disinfectants

Follow all manufacturer's directions, in particular, mixing chemical concentrations, application and contact time.

<https://www.epa.gov/newsreleases/epa-releases-list-disinfectants-use-against-covid-19>

### Disposable gloves

An extra layer of protection during cleaning activities is advisable.

### Proper handwashing after disinfecting customer areas

Wash your hands frequently with soap and water for at least 20 seconds.

## Restaurants

- Door handles inside and outside.
- Counters, railings, tables and chairs.
- Touch screens, self-serve kiosks, credit card readers, change dispensers, keyboards.
- Restroom doors, faucets, sinks, soap and paper towel dispensers, toilet flushers.
- Self-service areas; drink dispensing equipment, condiment dispensers, beverage pitchers, single service utensil and napkin dispensers.
- Table accessories; table pagers, table tents, menus, salt and pepper shakers
- Self-service food dispensing equipment- microwaves, breakfast bar cooking equipment, buffet utensils, reach-in refrigeration handles.
- To go areas, trays, reusable baskets
- Light switches
- Telephones
- Play places and bounce houses

## Grocery

- Grocery cart handles
- Disability scooters
- Scales
- Handles of self-serve freezers and coolers
- Check-out lanes
- Restroom fixtures
- Door handles

Source: Hamilton County Health Department Noblesville, Indiana

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