

# CUYAHOGA COUNTY

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## BOARD OF HEALTH

YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

**March 20, 2020**

### **Guidance Document for Open Food Operations: COVID-19 Pandemic**

Hello Food Operators,

During this time, we want to be sure that you, your staff and your customers stay healthy and safe. While many things are quickly changing, your food is one of the things that your customers can still count on. We appreciate your position and want to do what we can to support you.

The good news for food operations is that at this time, COVID-19 is not thought to be transmittable through food. However, social distancing is important because the droplets produced from coughs and sneezes can transmit the virus on to people or surfaces.

For COVID-19, social distancing means staying at least 6 feet away from each other whenever possible.

#### ***Things to do every day***

- Frequently wash hands with warm soapy water for 20 seconds, rinse them and dry them with a paper towel
- Regularly clean and sanitize frequently-touched surfaces
- Restrict ill employees, including those with a fever, which means a body temperature of 100.4° F (38° C) or higher. You can ask everyone to check their temperature before coming to work or if they feel ill.

#### ***Simple steps***

Learn more about safe social distancing as well as alternative methods for selling and delivering food.

## **For customers picking up food**

### ***Social distancing***

Do your best to allow customers 6 feet of clearance between one another. If your lobby is too small, perhaps they can sit in their car until their order is ready. You can then call them to come to the door to pick up their order.

Another option is to spread out your customers in the dining area while they wait for food. Remind them to try to stand 6 feet away from each other

### ***Hygiene & personal protection***

Disinfect commonly-touched surfaces (pens, pin pads, counter tops, door handles) frequently to eliminate pathogens that could cause disease.

Read the label of your sanitizer to ensure that it is indicated to kill coronavirus, norovirus and other pathogens in a food operation.

Read the directions for your sanitizer or disinfectant to make sure you are using and applying the product correctly. Each has different methods to properly kill the pathogens listed.

If wearing gloves when handling money, credit cards, bank cards, or gift cards, change those gloves or wash hands between customers.

After each customer pays for their order, allow employees to either thoroughly wash their hands at the hand sink OR use alcohol-based hand sanitizer

If restrooms remain open, they should be serviced regularly by staff wearing gloves and when no customers are in the restroom

### ***Waiting area & utensils***

Use the drive-thru rather than the lobby whenever you can to limit your exposure to customers.

Instead of customers using the self-service utensils from the beverage station, either provide prewrapped utensils and place them inside with the order or have a separate gloved employee place utensils inside the carryout container with the food order.

Only sealed single service utensils may be placed in the lobby for customer self-service such as: wrapped spoons, forks, knives, straws, etc.

## **For delivery of food products**

### ***Payment***

Customers should be encouraged to pay via credit card or have the exact amount in cash. This eliminates the need to pass money and make change.

Hand sanitizer should be used by the employee delivering the food both before and after they hand food/obtain money from the customer or change gloves.

### ***Drop-off locations***

Delivery personnel should not enter hospitals, nursing homes, or assisted living facilities. They should stand just outside the main entrance to protect the immune-compromised clientele inside the facility. Call the customer to come outside to pick up the food.

Apartment building drop-offs should happen in the lobby of the building rather than on the individual floors so that employees are not walking through the building or getting on to elevators.

Make sure that your apartment customers know about the lobby drop-off ahead of time. If someone has physical needs that make it hard for them to leave their apartment, they can make arrangements before you arrive.

Employees should be instructed not to step inside of the private homes of the customers and to frequently use hand sanitizer during their route in order to protect themselves.

### ***Additional information***

CCBH website: [www.ccbh.net](http://www.ccbh.net)

CCBH phone: 216.201.2000

Cuyahoga County Coronavirus Help Line: 855-711-3035

Ohio Department of Health: [www.coronavirus.ohio.gov](http://www.coronavirus.ohio.gov)

Ohio Department of Health Hotline: 833-4-ASK-ODH

[A list of disinfectants](#) approved for use against Coronavirus/COVID-19