Ensuring and Communicating Take-Out Food Safety Amid Coronavirus

Thursday, April 23, 2020
2:00 pm - 3:00 pm
Welcome

- Ian Anderson, Environmental Health Specialist, Food Safety Division of the Allegheny County Health Department
  - COVID-19 & Food Facilities; PA Dept of Health Orders; Cleaning Protocol; Self-Service; Take-out and Delivery Precautions

- Rebecca Bykoski, Program Manager, Sustainable Pittsburgh
  - Safety Tips for Take-Out and Delivery During the COVID-19 Pandemic

- Sherree Goldstein, Owner, Square Café & My Goodness
  - An insider’s perspective; tips on implementation; examples; lessons learned; communications

- Q & A
Allegheny County Health Department

Food Safety Program

COVID-19

412-578-8044
COVID-19

- Respiratory illness caused by a novel coronavirus – SARS-CoV-2
  - Spreads by droplets and through the air
  - No vaccine available to prevent infection
COVID-19 and Food Facilities

• No evidence it is foodborne
  – Cannot get COVID-19 by eating food contaminated with coronavirus

• BUT very contagious
  – Person-to-person transmission
  – You to coworkers, customers, delivery drivers, suppliers, maintenance…
Hand Washing and Employee Hygiene

Sick employees CANNOT work
• Monitor yourself and employees for symptoms of COVID-19
  – Coughing, shortness of breath, fever

• Hand Washing
  – An important part of preventing contamination of surfaces
  – Running water and soap for 20 seconds

• Masks
  – Cleaning – daily or when they become damp or dirty
  – Don't reuse non-reusable masks
COVID-19 and Food Facilities

What you as a manager or owner **must** do per the PA Dept of Health order

- Must provide masks to all employees

- Barriers between employees and public
  - Install shields or other physical ways to protect employees
Sanitizing and Disinfecting

Sanitizing

• Food contact surfaces - cutting boards, prep tables, utensils, etc.
• Bleach/chlorine - 50-100 ppm bleach
• QUAT solution – manufacturer instructions

Disinfecting

• NON-FOOD surfaces – door handles, touch screens, countertops, card readers, etc.
• Bleach – 1/3 cup per gallon – about 3,000 ppm
• For at least 1 minute
  • Can use spray bottles or cloth and bucket
No Self Service Beverages

Possible COVID-19 Transmission
Takeout/Delivery

• Encourage prepayment
  – Venmo, payment over the phone, online, etc.

• If possible, provide curbside pickup or porch drop off
  – Limit exposure to customers

• Delivery drivers and cashiers must wear masks
  – If possible – provide drivers with hand sanitizer to use in between deliveries
  – Require drivers to wash hands at your facility
Specific personal or family health questions can be directed to the ACHD COVID-19 Hotline

888-856-2774

My contact information:
Ian Anderson – ian.anderson@alleghenycounty.us – 412-578-7923
SAFETY TIPS

for Take-Out and Delivery During the COVID-19 Pandemic
Tip #1

- Take payments online or by phone, not in-house
  - Limits social interaction and potential exposure to the virus
Tip #2

- Schedule and arrange pick-ups for take-out and delivery to limit social contact
  - Space out orders
  - Place items for pick-up on clean sanitized area
  - Give customers/delivery drivers a number to call/text with specific instructions on handling orders
Tip #3

- Sanitize between pickups
  - Between all orders/pick-ups
  - Sanitize all contact surfaces
Tip #4

- Limit cell phone usage by employees
  - Cell phones are germ spreaders
  - Create a dedicated space for cell phones
  - Provide wipes, spray cleaner, sanitizer for protection
Tip #5

- Encourage and enforce proper handwashing, and washing often
  - Obvious, but important
  - Continually enforce, create standards
  - THE most important and useful way to prevent the spread of the virus
Tip #6

- Encourage and enforce six feet of physical distancing with employees
  - Humans are social creatures
  - Restaurants are family
  - Provide reminders to maintain safety protocol
Tip #7

- Keep staff in dedicated positions
  - If accepting payments in house, one person to register/POS
  - One person to run take-out orders
Tip #8

- Wear Masks
  - Provide masks for employees
  - Customers and employees must wear masks
  - Provide alternative methods for pickup for customers/drivers without masks
Tip #9

- Communicate your efforts to customers
  - Use signage at entrances
  - Share about your safety measures on social media and your website
  - Let people know you are operating your business with high standards of safety
SAFETY TIPS for Take-Out and Delivery During the COVID-19 Pandemic

As restaurants have been forced to halt business as usual in order to help prevent the further spread of COVID-19, there is a need for businesses to learn how to best adapt to these changing times, all the while ensuring that their customers and employees are kept safe.

The following guide provides recommendations for best practices that can be implemented at restaurants that are providing take-out and delivery options during this time and how to communicate these efforts to customers.

- **Schedule and Arrange Pick-Ups for Take-Out and Delivery Orders to Limit Social Contact**
  - When accepting orders, space them out so that only one delivery driver or one customer is entering the space at a time.
  - Place items for pick-up on a clean, sanitized area, at least ten feet from any employees. Consider using tape to create boundaries.
  - Provide customers/delivery drivers with a number to call/text upon arrival and instruct them to open their trunk or car door. Employees can take out the order and place it directly in the car, limiting social contact.

- **Take Payments Online or By Phone, Not In-House**
  - Accepting payments online or by phone limits social interaction and potential contact with infected surfaces.

- **Sanitize Between Pickups**
  - Between each customer pickup or pickups for delivery, sanitize all contact surfaces (e.g., door knobs, handrails, etc.)

- **Limit Cell Phone Usage by Employees**
  - Cell phones are notorious for spreading germs. Consider dedicating a small space as a sanitizing area for cell phones that includes wipes or spray cleaner and sanitizer to protect employees and guests and limit usage while on the clock.

- **Encourage and Enforce Proper Handwashing, and Washing Often**
  - This is obvious, but important to discuss. After each touch of the cell phone, each customer/driver interaction, etc., encourage and enforce proper handwashing techniques. This is THE most important and useful way to help prevent the spread of the virus.

---

**Additional Resources**

- Safety Tips for Take-Out and Delivery During the COVID-19 Pandemic - [downloadable pdf](#)
- Sustainable Pittsburgh Resources Page
- Enhanced Safety Protocols - DIG
- Additional procedure and policy resources - DIG
- Follow us on Social Media - @SPRpgh

rbykoski@sustainablepittsburgh.org
My GOODNESS

We Deliver!
SAME DAY DELIVERY
7 DAYS A WEEK
SAFE CURBSIDE CARRY-OUT ALSO AVAILABLE

GROCERIES
Pantry Staples
PREPARED FOODS

ORDER ONLINE OR CALL:
mygoodnesspgh.com
412.727.1657
WE DELIVER!
MENU FAVORITES

ORDER ONLINE OR CALL:

square-cafe.com
412.244.8002

SAME DAY DELIVERY 7 DAYS A WEEK
PLEASE WEAR A MASK TO ENTER.

THANK YOU
Please
WEAR A
MASK
WHEN ENTERING

Thank You!