



Novel Coronavirus (COVID-19)

Guidance for Delivery and Pickup of Food

Proper food handling during the preparation, holding, pick-up and delivery of the food is essential in ensuring food is safe for consumption. Food facilities along with food delivery drivers play a key role in ensuring that food is maintained safe for consumers during the delivery process.

PERSONAL HYGIENE



- Wash your hands often using with soap and water for at least 20 seconds between each delivery before picking up food and dropping off to a consumer.
- If soap and water are not available use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose and mouth.
- Do not provide delivery services if sick. Sick employees are advised to stay home and not return to work until at least 3 days (72 hours) after recovery, which means fever has resolved without the use of fever-reducing medications and there is improvement in respiratory symptoms (e.g., cough, shortness of breath), **AND** at least 7 days have passed since symptoms first appeared.

PROPER FOOD HANDLING AND HOLDING



- Food is to be packaged in tamper-evident packaging and maintained as not to be exposed to potential contamination during delivery.
- Delivered food must be transported or held in containers made of smooth, washable and impervious materials that are able to withstand frequent cleaning.
- Maintain clean, insulated carriers in the vehicle for storage of food during transportation. Carriers should be leak-proof and maintain food at proper holding temperatures.
- When delivery time exceeds 30 minutes, food must be held either cold (below 41°) or hot (above 135°).

PICK UP AND DELIVERY



- Restaurants should have all to-go items packaged and bagged, including utensils, napkins and condiments. This ensures drivers do not need to touch any additional items during the pick-up transition.
- Advise drivers to maintain social distancing of six feet between



- consumers while awaiting order.
- Drivers must maintain the interior of vehicles in a clean and sanitary manner, including the trunk and/or rear storage areas.
- Drivers must store food inside a clean and disinfected secondary container for transportation.

DELIVERY OF FOOD



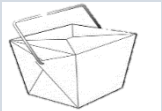
- Drivers should never touch food, all food must remain in its original packaging.
- Avoid close contact with consumers.
- Recommend drivers arrange with consumer to leave the food at doorstep so that consumer can retrieve food once delivery driver has stepped away to confirm order.

OTHER GUIDANCE FOR DELIVERY DRIVERS



- Drivers should use, in accordance with label directions, a disinfectant approved by the EPA, such as wipes that contain bleach, to clean and disinfect common touch points, including the steering wheel, radio buttons, gear shift, and door handles, in their vehicle on a frequent basis.
- Drivers picking up food are allowed to use a restaurant's restroom to perform proper handwashing procedures prior to picking up food for delivery.

REMINDERS FOR CONSUMERS



- Remove packaged food from delivery bag and dispose of delivery bag or box.
- Wash hands with soap and warm water for 20 seconds before handling food.
- If not consumed, refrigerate all perishable foods as soon as possible, always within two hours after purchase or delivery.
- Food should only be delivered/received from food facilities permitted by a local health jurisdiction.

For more information please visit: www.slocounty.ca.gov/ehfoodsafetyprogram or call (805) 781-5544.

For the latest Covid-19 updates please visit: www.ReadySLO.org, or call the County of San Luis Obispo Phone Assistance Center at (805) 543-2444 which is available 7 days a week from 8:00 am to 5:00 pm.