

## COVID-19 Guidelines: Food Premises and Food Delivery Services Providing Delivery and/or Takeout:

---

### ***Date Issued: March 26, 2020***

In an effort to help contain the spread of the novel coronavirus (COVID-19) and protect the public, the Province of Ontario enacted a [declaration of a state of emergency](#) on March 17, 2020.

On March 23, 2020, the [Government of Ontario announced](#) the mandatory closure of all non-essential workplaces, including but not limited to: all bars, restaurants and food facilities, except to provide takeout and food delivery.

Wellington-Dufferin-Guelph Public Health (WDGPH) is recommending that any food premises (including restaurants, takeout, take-out counters, drive-thru, bakeries, grocery stores, fast food establishments, etc.) delivering food and/or providing takeout during the COVID-19 pandemic take added precautions to protect their health and the health of those around them.

In addition to existing practices required under [Ontario Food Premise Regulation 493](#), WDGPH is strongly advising further health and safety precautions are in place during this time.

### **Keep Your Distance:**

Ensure employees and customers maintain [social distancing](#) by staying 2 metres (6 feet) away from one another.

### **Keep Your Hands Clean:**

To reduce the spread of bacteria and viruses, including the flu and COVID-19, ensure the following:

- Food handlers must [wash their hands](#) often and before handling or preparing any food, for at least 20 seconds with soap and water
  - Employees who are serving food to customers, may use an alcohol-based hand sanitizer if soap and water are not available
- Avoid touching your eyes, nose, and mouth
- Cough and sneeze into the bend of your arm
- Stay home if you are sick
- Avoid contact with people who are sick
- Implement social distancing (2 metres or 6 feet away from others)

## **Glove Use**

Gloves are not a substitute for proper hand hygiene, as they do not guarantee that food or surfaces are not contaminated. Gloves should be worn when a food handler has a bandage that is covering a wound. If using gloves, do so properly.

### ***Tips for the Proper Use of Gloves:***

- Gloves must be used in combination with handwashing
- Hands should always be washed and/or sanitized with an alcohol-based hand sanitizer prior to putting on gloves and after taking gloves off
- Change gloves whenever you change activities, touch your face, or come in contact with an item or surface that may be contaminated
- Gloves should be thrown out and not used again once they have been taken off

## **Cleaning Surfaces:**

Continue using cleaners and sanitizers on food contact surfaces, as outlined in the [Ontario Food Premise Regulation 493](#), including a chlorine solution of 100 parts per million (can be made by mixing ½ tsp of bleach to 1 litre of water) or a quaternary ammonium product of 200 parts per million.

[Clean and disinfect](#) frequently touched non-food contact surfaces, such as doorknobs, light switches, handrails, handles, counters, etc. at least twice per day.

## **Guidelines for Specific Types of Food Premises:**

### ***Food Delivery:***

WDGPH is recommending that food items be left at the door rather than a face-to-face interaction take place. The delivery person can then call the individual to let them know their food has arrived or knock on the door and move to a safe distance (2 metres or 6 feet) to allow the person in self-isolation to get their items. Please ensure that you advise any delivery person to use hand sanitizer or wash their hands after they have delivered any items. If it is possible, encourage your patrons to pay over the phone or online. Otherwise, have clients pay by debit or credit card (tap if possible) and have the delivery driver wipe the machine and use hand sanitizer immediately after the interaction.

### ***Food Takeout:***

To prepare for the pickup of take-out food items, restaurant staff can leave the food on the counter and have an individual pick it up. In an added effort to prevent potential disease transmission and to protect essential workers, WDGPH recommends not accepting cash and having clients pay by debit or credit card. Food premises should identify one staff member who

is solely responsible for these transactions and must clean and sanitize all surfaces after each interaction, followed by washing their hands with soap and water. Ensure food is properly packaged to protect food from contamination and to ensure it is consumed elsewhere.

### ***Grocery stores and Pharmacies:***

- Try to monitor the number of customers entering your location
- Limiting the number of customers in your store will help with ensuring social distancing
- Adding floor markings to aisles and checkout lines will also help ensure social distancing

### ***Food Banks and Food Donations:***

Continue to implement safe food-handling practices, frequent hand washing, proper cleaning and sanitizing, and social distancing. If you are a food bank and have questions or a business interested in donating food, please contact WDGPB for further resources.

### **Do Not Work if:**

- You are sick
- You have traveled [outside of Canada](#) within the past 14 days
  - You must [self-isolate](#) for 14 days before returning to work

**Failure to comply with these requirements may result in fines under the Emergency Management and Civil Protection Act that range from \$750.00 to \$1000.00 for an individual and up to \$10,000,000 for a corporation.**

We understand that this is a challenging time and want to thank you for your dedication and support of others in our community. For more information on COVID-19, please visit our website at <https://wdgpublichealth.ca/>.

### **Contact Information for Additional Inquiries**

Dial 1-800-265-7293 ext. 4020 (open Monday – Friday from 9 a.m. – 4 p.m.) for inquiries about:

- Workplace concerns
- Protecting yourself from COVID-19

Or if you have a question or concern about a food establishment:

- Contact a Public Health Inspector by calling 1-800-265-7293 ext. 4753

### **Additional Resources:**

[Ministry of Health – COVID-19 Guidance for Food Premises](#)  
[Public Health Agency of Canada: Preventing COVID-19 in the Workplace](#)