Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

### BE HEALTHY, BE CLEAN

- **Employees** - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- **Employees** - Instruct sick employees to stay home and send home immediately if sick
- **Employees** - Pre-screen employees exposed to COVID-19 for temperature and other symptoms
- **Wash your hands often with soap and water for at least 20 seconds**
- **If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC**
- **Avoid touching your eyes, nose, and mouth with unwashed hands**
- **Wear mask/face covering per CDC & FDA**
- **Never touch Ready-to-Eat foods with bare hands**
- **Use single service gloves, deli tissue, or suitable utensils**
- **Wrap food containers to prevent cross contamination**
- **Follow 4 steps to food safety: Clean, Separate, Cook, and Chill**

### CLEAN & DISINFECT

- **Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA**
- **Have and use cleaning products and supplies**
- **Follow protective measures**
- **Disinfect high-touch surfaces frequently**
- **Use EPA-registered disinfectant**
- **Ensure food containers and utensils are cleaned and sanitized**
- **Prepare and use sanitizers according to label instructions**
- **Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing**

### SOCIAL DISTANCE

- **Help educate employees and customers on importance of social distancing:**
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing
- **Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings**
- **Place floor markings and signs to encourage social distancing**
- **Shorten customer time in store by encouraging them to:**
  - Use shopping lists
  - Order ahead of time, if offered
- **Set up designated pick-up areas inside or outside retail establishments**

### PICK-UP & DELIVERY

- **If offering delivery options:**
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport
- **Encourage customers to use “no touch” deliveries**
  - Notify customers as the delivery is arriving by text message or phone call
- **Establish designated pick-up zones for customers**
  - Offer curb-side pick-up
  - Practice social distancing by offering to place orders in vehicle trunks

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For more information, see [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic](#) April 2020