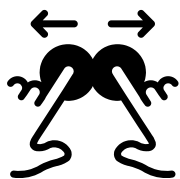




COVID-19 BEST PRACTICES FOR DELIVERY & TAKEOUT



MINIMIZE TOUCH POINTS

Offer drop off delivery at someone's residence or have a designated area where the customers order is placed for them to grab-and-go when they come to pick up. The less touch points the better.

HANDS FREE PAYMENTS PREFERRED

Encourage wireless payments only if possible. Processing payments over the phone is the best option. If you have to handle cash be sure to wash your hands immediately, before you touch anything else.



MAKE SURE DELIVERY DRIVERS ARE IN COMPLIANCE

Delivery vehicles should be clean and only used by one person who is free of ALL COVID-19 symptoms. The vehicle should be sanitized often and should not be used to transport anything other than food during this time to ensure there is no cross contamination. The driver should place the package in an area where there is no contact with the person receiving the package.

ELIMINATE BARE HAND CONTACT

Employees should be wearing gloves at all times while preparing/cooking food. Employees who show ANY symptoms of COVID-19 should be sent home in compliance with the national and state guidelines. Employees should disinfect and sanitize both their hands and their stations often and thoroughly.

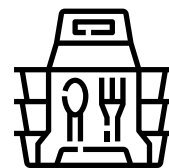


FOLLOW PROPER COOK/HOLD TIMES

Limit the time that food is out of proper temperature range as much as possible. Complete guidelines for cook/hold times can be found at www.FDACS.gov. Be sure to include proper heating or reheating instructions when necessary.

CONVENIENT PACKAGING

Make sure all to-go packaging keeps the food hot or cold for as long as possible. Ensure that nothing will dump out or get messy before it gets to the next destination. Double check that the bag or box is strong enough for possible movement during transportation. Encourage consumers to wipe down the outside of the package for extra precaution before taking it inside their home.



Employers should take all necessary steps to ensure their employees are in compliance with the Pennsylvania Department of Health guidelines. If any employee has been exposed to COVID-19 or if they are showing any symptoms they should not report to work for at least 14 days.

CONTACT

Marlyn Kissner
610-751-4932
MarlynK@LehighValleyChamber.org

SOURCES

Pennsylvania Department of Health
NC State University
Nations Restaurant News