



# Alameda County Department of Environmental Health

## NOVEL CORONAVIRUS (COVID-19)

### NEW GUIDANCE FOR FOOD FACILITIES (EFFECTIVE JUNE 19, 2020)

Alameda County Public Health Officer issued a new Shelter in Place Order. This guidance was developed to assist food facilities in remaining compliant with the Order and lowering the risk of exposure to both customers and employees.

#### Social Distancing

- ✓ A “Site Specific Protection Plan” must be completed and posted at or near the entrance of all opened businesses. See Appendix A of the most recent Shelter in Place Order for a template of the “Site Specific Protection Plan”.
- ✓ Enforce social distancing by requiring members of the public to be separated by at least six (6) feet from others, as much as possible. Persons who are family members or household contacts, may stand or move together but must be separated from others by at least six (6) feet.
- ✓ Tape or markings of at least six feet separation are used in any area where members of the public may form a line, such as checkout lines or restrooms.
- ✓ Provide hand sanitizer (60% alcohol), soap and water, or effective disinfectant to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the facility or immediately outside where people have direct interactions.
- ✓ Recommend providing customers with additional napkins or tissues to use when they cough or sneeze.
- ✓ Post a sign in a visible place at all public entrance that instructs members of the public to not enter if they have symptoms consistent with COVID-19.
- ✓ Remind customers that face covering must be worn, except as specifically exempted, outside their home.
- ✓ Follow the guidance from Centers for Disease Control and Prevention (CDC) on Cleaning and Disinfection: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>



#### Dine-in Food Facilities

- ✓ All restaurants and retail food facilities are not allowed to serve food for dining on-site while indoors.
- ✓ The latest Health Order allows for Outdoor Dining with specific requirements. Please review and implement the Restaurant Operating Procedures (<https://deh.acgov.org/covid-19.page?>) posted on the Department of Environmental Health website.
- ✓ Restaurants and retail food facilities may continue to operate for purposes of preparing and offering food to customers via delivery service, to be picked up, or for drive-thru. For food facilities offering food pick-up options or delivery, food facility operators are to establish social distancing practices for those customers in the queue when ordering or during pick-up.
- ✓ Customers may bring reusable bags, mugs, utensils, or other reusable items that will be filled by the customers. Employees are prohibited from handling customer belongings.
- ✓ Maintain single-use items such as cups, cutlery, plates, and packaged condiments behind the counter and provide upon request.
- ✓ Remind employees of best hygiene practices including washing their hands often with soap and water for at least 20 seconds.
- ✓ Increase frequency of cleaning and sanitizing per CDC’s Cleaning and Disinfection guidance of all hard surfaces, including tables and counter tops that are being utilized by employees and customers during pickup/delivery options.





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- ✓ Restaurants offering grocery type products (e.g. raw ingredients, products, etc.) for retail sale must package the products for delivery or take-out only. Restaurants are not allowed to set up a grocery store in the dining room for customer self-selection without an approval from this Department. Grocery type products for sale are limited to non-potentially hazardous food.
- ✓ Public Health will not enforce labeling of packaged products that are packaged for convenience purposes, provided they are able to provide ingredients to customers upon request.

#### Stores and Convenience Stores

- ✓ Ensure there is a way to sanitize shopping carts and basket handles – either by making wipes easily accessible to customers or by having employees manage the process and sanitize between each customer use.
- ✓ Limiting the number of customers at any given time as necessary to reduce outdoor/indoor crowding and lines to meet social distancing guidance. In areas of high-volume traffic, such as checkout lines, consider utilizing spacing tools or tape on the floor to keep customers adequately spaced.
- ✓ Increase cleaning and sanitizing frequency of restroom and other high contact areas. Ensure that restrooms are fully stocked with soap, single-use towels/hand dryers, and no-touch trash receptacles.
- ✓ Train employees on best hygiene practices including washing their hands often with soap and water for at least 20 seconds.
- ✓ Stores that have online ordering with outside pick-up or delivery options should encourage use of these when possible in lieu of indoor shopping.
- ✓ Consider offering delivery services for high-risk customers so they can avoid coming into grocery stores.
- ✓ Grocery stores with on-site consumption areas may not provide any dine-in options, unless its outdoors.
- ✓ Grocery stores and convenience stores that offer self-service of unpackaged food (e.g. salad bar, soup bar, beverage stations, bulk bins of food) must discontinue allowing customer self-service. The facility may assign a staff member to dispense products and provide them to the customers.
- ✓ Prohibit product sampling.
- ✓ Recommend limiting conversations at ordering counter and check-out lines between food employees and customers.



#### Mobile Food Facilities (e.g. food trucks, food carts)

- ✓ Monitor customer capacity to ensure customer social distancing. This is especially important for queue lines when ordering at the counter.
- ✓ Discontinue customer self-service of unpackaged food.
- ✓ Maintain single-use items such as cups, cutlery, plates, and packaged condiments behind the counter and provide upon request.





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#### Cleaning and Disinfecting Practices

- ✓ Hard surfaces should be cleaned using a detergent or soap and water prior to disinfection.
- ✓ Soft surfaces such as carpeted floor, rugs, and drapes, remove visible contaminant if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, if the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely. If items cannot be laundered, use an EPA-registered product that are suitable for porous surfaces.
- ✓ Designate employees to clean and disinfect all "high-touch" surfaces such as service counters, tabletops, refrigeration door handles, cash register counters, credit card machines, bathroom fixtures, toilets, doorknobs, trash cans, and phones, frequently.
- ✓ Use an Environmental Protection Agency (EPA)-registered product that cleans (removes germs) and disinfects (kills germs). Always follow the instructions on the labels of cleaning products and disinfectants. For a list of EPA-registered products, visit <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- ✓ Diluted household bleach solutions (1000ppm sodium hypochlorite) may be used if appropriate for the surface. Follow the manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date.
  - 1000ppm sodium hypochlorite bleach solution is prepared by mixing:
    - 5 tablespoons (1/3 cup) bleach per gallon of water, or
    - 4 teaspoons bleach per quart of water





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#### Food Facility Employees

- ✓ Follow “COVID-19 Screening Guidance for Businesses and Organizations” to screen employees prior to work shift.
- ✓ Employees need to follow “COVID-19 Self Assessment for Personnel Guidance” prior to work shift.
- ✓ Employees who appear to be ill upon arrival to work or become sick during the day should be sent home immediately.
- ✓ Employees with symptoms consistent with COVID-19 are advised to stay home and not return to work until at least 3 days after recovery, **AND** at least 10 days have passed since symptoms first appeared.
- ✓ Face coverings are required to be worn at all times unless you are covered by a health exemption. Discuss your health-related concerns with a medical provider for health exemptions. An acceptable face covering is made of cloth, fabric, or other soft or permeable material, without holes, and covers the nose and mouth and surrounding areas of the lower face. Use good judgement and select a face covering that is appropriate in the workplace.
- ✓ Recommend scheduling employees to the same shift and not shifting employees between shifts to minimize spread in the event that an employee is diagnosed with COVID-19.
- ✓ Consider temporarily assigning high risk employees to duties that limit their exposure to the public. High risk refers to older adults, pregnant women, and those with compromised immune systems or underlying medical problems.
- ✓ Require employees to keep a 6-foot distance between both themselves and customers.
- ✓ Inform this Department and Public Health if food employees tested positive or is presumed positive based on symptoms associated with COVID-19.

#### Handwashing Instructions for All Employees

- ✓ Ensure employees are permitted to wash their hands and arms with soap and warm water for at least 20 seconds every 30 minutes and additionally as needed such as upon first arriving to work, after using the restroom, before and after eating, at change of tasks, or when hands are contaminated. Avoid touching your eyes, nose or mouth.
- ✓ Recommend assigning an employee at every shift to ensure that handwashing sinks are stocked with soap and paper towels at all times.
- ✓ Recommend using gloves appropriately as an additional tool, but it is important to remember that gloves do not replace the need to wash hands and practice good hand hygiene.



#### Adhere to Basic Food Safety Practices

- ✓ Keep hot foods hot (135 °F or above) and cold foods cold (41 °F or below).
- ✓ Thoroughly cook foods to required cooking temperatures.
- ✓ Clean and sanitize utensils and food contact surfaces at the required frequency.
- ✓ Note sanitization is different from disinfection of high touch surfaces. Food contact surfaces must be washed, rinsed, and sanitized using 100 ppm Chlorine, 200 ppm Quaternary Ammonia, or 25 ppm Iodine.
- ✓ Adhere to employee health and hygiene practices—don't work when ill and wash hands frequently when required.
- ✓ Ensure all food and food ingredients are from an approved food source.