

UPDATED INFORMATION

COVID -19 Guidelines: Take-out and Delivery

In an attempt to prevent COVID-19 infections within Huron and Perth Counties all food premises must adjust the way they normally conduct business. Currently food premises are not permitted by way of a Provincial Order to offer dining or sit-down areas in their establishment. The food premises can however provide take-out and/or delivery options that limit social interactions between people. There are adjustments you **must** make to be permitted to operate. The following is a list of what is required to operate under the current order from the Provincial Government.

Take-Out

No Self-Service options allowed. All food items must come from behind the counter and only touched and served by the food handler (i.e. no self-serve coffee bars, buffets, fountain pop/slushies, bulk candy, etc.)

To protect your staff and customers, it is recommended that customers are not allowed to wait inside the premises for food orders to be ready. As an alternative, you could have customers:

- Wait outside until order is ready
- Call in take-out orders
- Stay in their cars using curbside pick up or wait for a call or text with instruction for pick-up
- Accept food orders to their car
- Pick-up food at a pre-arranged time (remember to space out pick-up times).
- Provide a phone number or text and inform them 5 minutes before order is complete.

Customers cannot line up in the food premises. If customers must enter the premises, you must limit the number of customers placing orders. Tape off 2 metres (6 foot) distances on the floor to ensure customers are following social distancing recommendations and also observing social distancing measures at the counter. If a customer must wait for their order, they need to be informed of the need to wait outside. We recommended signage at your establishment.

In addition to the above, establishments should use single-use, pre-wrapped utensils to reduce the risk of contamination, and condiments should be single use, pre-packaged products.

Off-Site delivery

- Use a delivery service and ensure they are practicing social distancing measures.
- Ensure all food is placed in containers to avoid mixing, spilling, leaking and delivered to customers in a protected manner.
- Provide contactless deliveries. This is where you leave the food delivery at the customer's front door and no interaction occurs with them.
- Where possible, ensure payment can be made over the phone with credit card or by e-transfer.

Frequently Asked Questions

What are acceptable take-out and grab-and-go methods?

- You can take customer orders by phone or in-person.
- Customers may stand in line as long as staff can monitor the line to maintain 2 metre (6 foot) social distancing. It's also recommended you place signage in and prior to entering your establishment.
- All beverages must be filled by employees. No self-service beverages or customer refills.
- Provide single-use items such as napkins and condiments directly to the customer instead of putting them in a self-service area.

Can customers walk through the dining room to get a to-go order? Or should a table be set up near the door?

Customers can come into the facility but may not consume food on site. Ensure the number of customers are limited to ensure social distancing.

Does the prohibition of eating food inside the facility apply to outdoor seating areas as well?

Yes. Customers cannot order take-out food and sit in outdoor seating areas and eat their food. It must be consumed off the premises.

Can a customer pay with cash?

Yes. At this time public health has not recommended that cash cannot be used to pay for food items. It is up to the individual establishment to decide if they wish to receive cash or not. If cash is accepted ensure handwashing occurs regularly.

Can a customer buy a soda and drink it while waiting for their food?

You can only sell food and drinks for take-out. Customers can come into the facility but may not consume drinks on site.

Can a customer order food from inside their car at a drive-in?

Yes, this is considered food delivery.

Should the facility only have individually wrapped straws available for customers?

Limiting all interactions from customers with all single-service items should be encouraged. This could be through wrapped products or by having employees dispense them instead of putting single-service items and utensils out for customers.

Other measures to ensure while operating during the Provincial Order.

Personal Hygiene

- Employees must ensure proper handwashing practices are followed:
 - Wash hands often with soap and warm water for at least 20 seconds, paying special attention to in between fingers and underneath nails.
 - Hand sanitizer should not be used in place of handwashing. If hand sanitizer is used after handwashing, allow time for it to dry completely prior to touching any surfaces or food products.
- When should hands be washed?
 - When entering the establishment
 - For take-out, before and after each guest interaction
 - After handling money, credit cards or dirty dishes
 - After touching eyes, nose or mouth
 - After using the restroom
 - When switching tasks
 - When switching gloves
 - Anytime a task is interrupted.
- Glove use is not recommended, however, if gloves are necessary, follow proper glove use protocols.
 - Gloves should be single use ONLY
 - Hands must be washed prior to placing gloves on

- Ensure the proper size glove is available at all times and chosen
- Gloves should be changed when:
 - Gloves become dirty or torn
 - Before beginning a different task
 - After an interruption, such as taking a phone call
 - After handling raw meat, seafood, or poultry and before handling ready-to-eat food
 - After four hours of continuous use
- Any staff member that is feeling unwell or is sick showing any symptoms of illness **MUST** stay home.

If you have any questions please contact Huron Perth Public Health by email at inspections@hpph.ca. Due to the high volume of calls email is the best method. However if you are unable to email you can contact us at 1-888-221-2133 press 1, and then ext. 2069.