



## **Coronavirus Disease (COVID-19) information for take-out and delivery of food**

March 30, 2020

### **What is Coronavirus Disease (COVID-19) and how does it spread?**

Coronavirus Disease, or COVID-19, is a new respiratory virus. Symptoms include fever, cough, and shortness of breath or difficulty breathing. Most people infected with COVID-19 experience only mild illness, however severe illness can occur in people who have underlying medical conditions. COVID-19 is most commonly spread from an infected person through respiratory droplets generated when they cough or sneeze, close prolonged personal contact, such as touching or shaking hands, touching something with the virus on it then touching your mouth, nose or eyes before washing your hands.

### **How should food be handled for take out and delivery during the COVID-19 pandemic?**

We are not aware of any reports at this time of human illnesses that suggest COVID-19 can be transmitted by food or food packaging. However, it is always important to follow good hygiene practices when handling or preparing foods. In addition to practicing good hygiene and following existing food safety practices within your food premises, you should:

- Wash hands frequently with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with other people; keep a distance of 2 meters or 6 feet apart.
- Cook food thoroughly and maintain safe holding temperatures at all times. This means for cold food, maintain at 4°C or below and for hot food, once cooked to appropriate temperatures, hot holding at 60°C or above.
- Clean and sanitize surfaces and equipment frequently.

### **For take out food orders:**

- Reduce physical contact between customers: stagger orders to prevent a crowd of people on the premises. Ensure social distance spacing of 2 meters (6 feet) is maintained by providing signs, ropes, etc. to organize potential line ups.
- No seating area may be provided for customers picking up their food.

- Only single-use, food grade, disposable containers can be used for take-out or delivery options. No reusable containers, including coffee cups may be used.
- To prepare for the pickup of take out food items, restaurant staff can leave the food on the counter and have the individual pick it up.
- It is recommended that customers 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 (e.g. counter, menus, debit machine) after each interaction, followed by washing their hands with soap and water/using hand sanitizer if hands are not visibly soiled.
- Clean and sanitize high touch surfaces (e.g., door handles) frequently.

### **For delivery orders:**

- Only single-use, food grade, disposable containers may be used for delivery orders.
- Foods served cold must be kept cold in coolers with ice packs and a thermometer so that the temperature of the food is maintained at or below 4°C.
- Hot foods must be kept hot using insulated equipment (containers or bags) with a thermometer so that the temperature is maintained above 60°C.
- 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 customers pay by debit or credit card (tap if possible) and have the delivery driver wipe the machine with a disinfectant wipe and use hand sanitizer immediately after the interaction.
- It is recommended 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 to get their items.

### **What if an employee is sick?**

All food premises should have an updated employee illness policy that is communicated with all staff immediately. Tell your employees that if an employee is sick with acute respiratory illness symptoms, they should remain at home and contact Yukon's HealthLine at 811. They can also now access an [online self-assessment tool](https://www.yukon.ca/novel-coronavirus) on [Yukon.ca/novel-coronavirus](https://www.yukon.ca/novel-coronavirus) if they have concerns about COVID-19. If any employee is showing symptoms for COVID-19, ask them to leave work immediately and have them contact 811 for further guidance.

### **What if an employee has returned from travelling?**

At this time Yukon's Chief Medical Officer of Health is recommending against all non-essential travel into and out of Yukon, as well as to Yukon's rural communities. All employees returning to

Yukon are to monitor for symptoms, self-isolate and avoid working for 14 days after returning from travel. This includes travel to Alaska.

### **Should I be doing anything different at my food premise to minimize risk of transmission during the COVID-19 outbreak?**

There are a number of things you should do that include:

- Ensure sick staff or patrons stay away from the premises and self-isolate.
- Enhance your premise's sanitation schedule and review with all employees.
- Ensure staff are practicing proper hygiene including frequent hand washing and proper cough and sneeze etiquette by doing so into a tissue or their elbow rather than into hands.
- Change gloves whenever they become contaminated. Practice proper hand washing before putting on a new pair of gloves.
- Maintain a 2 metre (6 feet) distance from others.
- Ensure frequent cleaning and sanitizing of common high touch surfaces.

### **Should food premises be using disposable gloves?**

Frequent and proper handwashing is always encouraged as it is the best way of preventing all respiratory virus infections and other foodborne illnesses. If a food premises chooses to use gloves, employees should wash their hands thoroughly before putting on the gloves and change them often. Change the gloves before you handle money or credit card machines, and afterward. Wearing gloves does not exclude you as a food handler from washing your hands.

### **Do you have further questions?**

We understand that this is a challenging time and want to thank you for your dedication and support of others in our community.

Please refer to our website for further up-to-date information on COVID-19 at [Yukon.ca](http://Yukon.ca)

Contact Environmental Health Services with questions about food premises and health protection at 867-667-8391 or [environmental.health@gov.yk.ca](mailto:environmental.health@gov.yk.ca). If staff have individual health concerns, please refer to call Yukon's HealthLine at 811.

One of the best ways  
to reduce the spread  
of germs is to

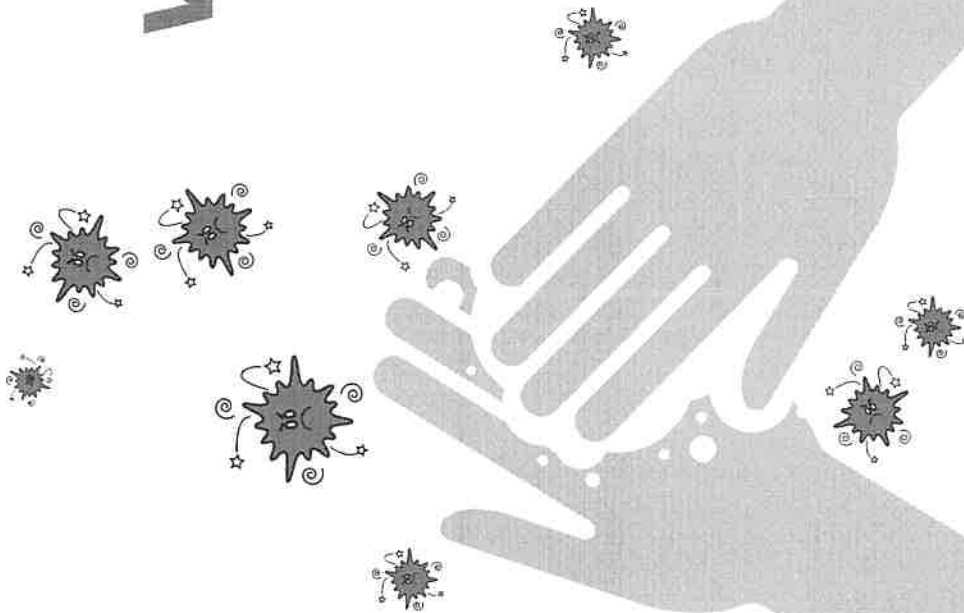
# WASH YOUR HANDS

- before and after handling food
- after using the toilet
- after sneezing, coughing or blowing your nose
- whenever they're dirty

Une des choses les plus  
importantes à faire pour  
éviter la propagation des  
bactéries est de

# TOUJOURS VOUS LAVER LES MAINS

- avant de manipuler la nourriture et après l'avoir fait
- après avoir utilisé les toilettes
- après avoir éternué, toussé ou après vous être mouché
- quand vos mains sont sales



 Yukon