

FOOD DELIVERY GUIDANCE – COVID-19

This document is to provide guidance for safely preparing, delivering, and receiving food, and can be used by food facilities, food delivery companies, charitable organizations, and recipients in conjunction with the [Social Distancing Protocols Checklist](#). See the [Safer at Home Order](#) for additional information.

PREPARING THE FOOD

Require face coverings

- Instruct food workers, volunteers, and delivery drivers to wear a clean, cloth face covering at all times when they are not able to maintain social distancing.
- Inform customers a cloth face covering is required at all times when picking up food.
- Refer to the *Face Coverings FAQ* document for additional information.

Instruct sick food workers, volunteers, and delivery drivers to stay home

- Instruct sick persons to stay home for at least 7 days or until 72 hours after being fever free, whichever is longer. Send persons home if they arrive sick or become sick during the day.
- Screen staff, volunteers, and drivers for symptoms of illness including a fever of 100°F or above, sore throat, runny nose, chills, not feeling well, sneezing, coughing, abdominal pain, and diarrhea.

Enforce social distancing

Provide food handlers, volunteers, drivers, and recipients the ability to maintain 6 feet of personal space.

- Stagger customer entry and reduce occupancy to 50% of posted requirement or less based on the square footage of the facility.
- Mark customer lines with tape, chalk, or decals to ensure 6 foot separation.
- Instruct workers to take breaks outside of the designated break room and away from others.

Instruct food workers and drivers to wash their hands

Provide handwashing sinks that are accessible and fully stocked with soap, paper towels, and hands-free trash receptacles. Allow food workers, volunteers, and drivers to take frequent breaks to wash their hands; provide hand sanitizer.

Maintain food temperatures

Maintain perishable food items below 41°F or above 135°F at all times. Verify food temperatures with a calibrated probe thermometer.

Clean and disinfect surfaces

Frequently clean and disinfect surfaces in the customer or lobby area including counters, refrigerator doors, condiment bottles, light switches, doorknobs, bathroom fixtures, toilets, trashcans, and phones. Use an [Environmental Protection Agency](#) (EPA) registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.

Frequently sanitize* surfaces in the food preparation area including cutting boards, food preparation tables, refrigerator and cabinet handles, utensils, containers, and equipment.

Clean and sanitize dishes; replenish sanitizer buckets frequently

Wash multi-use dishes using a 3-step process (WASH-RINSE-SANITIZE) and verify sanitizer* concentration frequently. Store wiping cloths in a sanitizer* bucket at all times when not in use, and replenish sanitizer

solution every 4 hours or more often when the solution becomes dirty with food particles.

** Approved sanitizer solutions include 100 parts per million (PPM) chlorine or 200 PPM quaternary ammonia. To make a simple and effective sanitizer solution, mix one tablespoon of plain bleach in one gallon of water.*

DELIVERING THE FOOD

Use protective food packaging

Package food to protect it from contamination during the delivery process. Use a tamper-evident packaging that indicates when food is opened.

Maintain food temperatures

Hold food below 41° or above 135° during transport when delivery time exceed 30 minutes. Use containers such as ice chests and insulated cambros made of smooth, washable and water-resistant materials that are able to withstand frequent cleaning. Verify food temperatures with a calibrated probe thermometer.

Use hand sanitizer

Provide alcohol-based hand sanitizer (60% alcohol) for delivery driver at the pickup location and in their vehicle.

Practice no-contact food delivery

Leave food in a safe location on the doorstep and stand 6 feet away to limit contact.

RECEIVING THE FOOD

Practice no-contact food delivery

Instruct the person delivering the food to leave it on the doorstep, and wait until they are at least 6 feet away before opening the door. If you must speak with them, maintain a distance of 6 feet or greater at all times.

Remove food from packaging

Remove and discard all packaging, and place each food item into a new dish.

Wash hands before eating

Wash your hands with soap and warm water for 20 seconds after discarding food packaging and prior to eating.

Save food safely

Refrigerate all perishable foods as soon as possible, and always within two hours after delivery.

QUESTIONS OR CONCERNS

If you have questions regarding safe food handling and delivery, contact the Pasadena Environmental Health Services Division at 626-744-6004. If you observe unsafe food handling by a facility or driver, submit a complaint through the Citizen Service Center by calling 626-744-7311 or by visiting <https://www.cityofpasadena.net/CSC>.