

Novel Coronavirus (COVID-19)

Los Angeles County Department of Public Health Guidance for Delivery and Pickup of Food

Proper food handling during the preparation, holding, pick-up, and delivery of food is essential in ensuring that the food is safe for consumption. Food facilities along with food delivery drivers play a key role in ensuring that food remains safe for consumers during the delivery process.

PERSONAL HYGIENE



- Wash your hands with soap and water for at least 20 seconds between each delivery and before picking up and dropping off food to a consumer.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Do not provide delivery services if sick. Sick employees are advised to stay home and not return to work until at least 3 days (72 hours) after recovery, which means fever has resolved without the use of fever-reducing medications and there is an improvement in respiratory symptoms (e.g., cough, shortness of breath), **AND** at least 7 days have passed since symptoms first appeared.
- If you do become ill be sure to tell all of your close contacts that they need to be in quarantine for 14 days after their last contact with you. Close contacts include all household members, any intimate contact, and all individuals who were within 6 feet of you for more than 10 minutes, starting 48 hours before your symptoms began until your isolation period ends. In addition, anyone who had contact with your body fluids and/or secretions (such as were coughed on/sneezed on, shared utensils or saliva or provided care to you without wearing protective equipment) needs to be in quarantine.

PROPER FOOD HANDLING AND HOLDING



- Food should be packaged in tamper-evident packaging and maintained so that it is not exposed to potential contamination during delivery.
- Delivered food must be transported or held in containers made of smooth, washable and impervious materials that are able to withstand frequent cleaning.
- Maintain clean, insulated carriers in the vehicle for the storage of food during transportation. Carriers should be leak-proof and maintain food at proper holding temperatures.
- When delivery time exceeds 30 minutes, food must be maintained at either cold (below 41°) or hot (above 135°) temperatures.

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PICK UP AND DELIVERY



- Restaurants should have all to-go items packaged and bagged, including utensils, napkins, and condiments. This ensures drivers do not need to touch any additional items during the pick-up transition.
- Advise drivers to maintain social distancing of six feet away from consumers while awaiting orders.
- Provide cloth face covering for all staff and ensure they wear them at all times when interacting with each other or with clients.
- Drivers must maintain the interior of vehicles in a clean and sanitary manner, including the trunk and/or rear storage areas.
- Drivers must store food inside a clean and disinfected secondary container for transportation.

DELIVERY OF FOOD



- Drivers should never touch food, all food must remain in its original packaging.
- Avoid close contact with consumers.
- Recommend drivers arrange with the consumer to leave the food at the doorstep so that consumer can retrieve food once the delivery driver has stepped away.

OTHER GUIDANCE FOR DELIVERY DRIVERS



- Drivers should use a disinfectant approved by the EPA in accordance with label directions to clean and disinfect common touchpoints.
- Areas that should be cleaned regularly in the vehicle include the steering wheel, radio buttons, gear shift, and door handles.
- Drivers picking up food are allowed to use a restaurant's restroom to perform proper handwashing procedures prior to picking up food for delivery.

REMINDERS FOR CONSUMERS



- Remove packaged food from delivery bags and dispose of delivery bags or boxes.
- Wash hands with soap and warm water for 20 seconds before handling food and before eating.
- Refrigerate all perishable foods as soon as possible and always within two hours after purchase or delivery if it has not been consumed.
- Food should only be delivered/received from food facilities permitted by a local health jurisdiction.

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For more information please contact Consultative Services at (888) 700 – 9995. For more information on COVID-19 visit: <http://publichealth.lacounty.gov> or call the Los Angeles County Information line 2-1-1 which is available 24 hours a day.