

COVID-19 (Coronavirus)

Phase 4

Guidance Document for Takeout & Delivery Food Service/ Buffet and Self-Service

Any food business not in compliance with the Public Health (Food) Regulations 1950, may have its food business licence suspended or revoked.

All establishments opening for business must make considerations for the following and ensure COVID-19 preventative measures are adhered to:

- Reinforce physical distancing requirements (6 feet) between customers, and employees
- Time Management—give customers accurate wait times for ordered foods to avoid congregating outside establishments (consider cook times, additional orders and packaging)
- Wear face coverings—all customers and staff should wear face coverings during operations
- Ensure general food safety and food hygiene standards are carried out (hot holding, cold holding, cleaning and sanitation, personal hygiene (in particular, hand washing) cross-contamination prevention and pest management)
- Line flow at quick serve outlets must be monitored to ensure drink and food pick-up areas remain appropriately distanced and marked on the floor at 6 feet intervals.
- Packaged cutlery and single use condiments to be provided upon request

Staff and Communicable Disease:

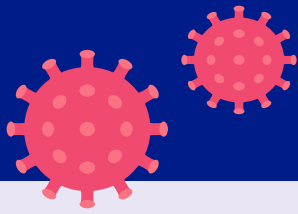
Section 8 of the Public Health (Food) Regulations 1950 states any food handler, delivery person or cashier showing signs or symptoms of being ill shall be excluded from the premise immediately and only return to work after they have been symptom-

free for at least 72 hours or with medical clearance, as per Department of Health guidelines and the establishment's internal sick policies. Notifications to the Department of Health is also required under these regulations for any food handlers who may be suspected or has contracted a communicable disease, including COVID-19. (www.bermulalaws.bm)

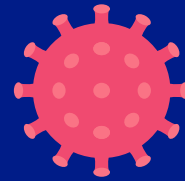
Take out or Dine-in Service:

- While orders over the phone, via email and online ordering (consider prepayment options to limit amount of hand-to-hand transactions during collection) are preferable, in person orders are allowed.





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- Customers must maintain appropriate physical distancing at all times to place, pay for or pick up orders
- Dine-in service is permissible with appropriate physical distancing. There will be a mandatory space of 6 feet between tables or physical barriers to be used when 6 feet is not reasonably practicable. See indoor dining guidance here https://www.gov.bm/sites/default/files/Guidance%20for%20Indoor%20Dining%20Phase%204%20200703_0.pdf

Buffet and Self Service Directions

Buffet Service is a meal option in which guest serve themselves. While it would be preferable during COVID for an establishment or operator to continue to provide chef distribution, if you are offering this kind of meal option for self-service, ensure the following precautions are in place.

1. Manage and maintain appropriate Physical distancing at service area
2. Wearing of masks/face coverings
3. Signage relating to COVID awareness (hand hygiene; mask; physical distancing etc.)
4. Hand Sanitizers and/or hand hygiene provisions placed around the buffet section
5. Regular changing and sanitizing of shared utensils for food service, at a minimum every hour and every 30 minutes during peak operation times.
6. Ensure sneeze guards are installed to protect foods, or provide coverings for food options. Additionally, **sneeze guards should be sanitized every 30-60 minutes.**

Additional general operating guidance for Buffet and Self Service

1. Display smaller portions to encourage faster turnover of foods

2. Ensure hot foods remain at the appropriate temperature above 140°F while on display
3. Ensure cold foods remain at the appropriate temperature below 40°F while on display

Coffee and Tea Self-Serve Stations

1. Hand Sanitizers and/or hand hygiene provisions placed around the coffee station.
2. Signage relating to COVID awareness (hand hygiene; mask; physical distancing etc.)
3. Manage and maintain appropriate Physical distancing at service area.
4. Wearing of Masks/face coverings
5. As much as reasonably practicable, ensure that sugar, creamer, milk options are single use. Alternatively, communal dispensers should be sanitized and changed regularly.
6. Where possibly Stirrers and/or spoons etc. should be singularly dispensed, or singularly wrapped.

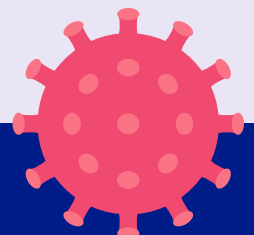
Customer Ordering & Delivery Processes

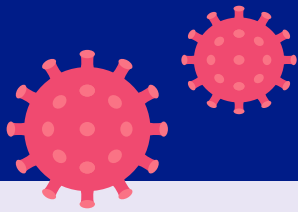
Delivery Services

The option of food delivery is a great way to reduce the amount of foot traffic to your establishment. However, general food hygiene and safety practices must be considered and adhered to, including temperature control and food protection (contamination). Additionally, delivery drivers are considered food handlers and should comply with all industry food safety and hygiene standards.

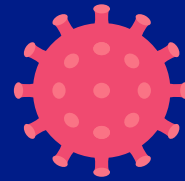
- Deliveries can only be made between the hours of 6am-11pm
- A person making a delivery should telephone ahead to ensure the delivery can be received
- A person making a delivery to a private residence should not enter a customer's home, but instead leave goods outside the customer's door and telephone (or otherwise) inform the customer the delivery has been made

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- A person making a delivery should not require a customer to sign for receipt of a delivery
- A person making a delivery of food or groceries should ensure fresh, raw and ready-to-eat food is separately wrapped, and that all foods are protected from contamination by dust, dirt or flies (as required by Regulation 9 of the Public Health (Food) Regulations 1950)
- A person making a delivery should maintain appropriate physical distancing at all times
- Implement a cashless payment system (over the phone, online or through apps). If tips are being accepted, they should be included in the cashless payment option
- Develop and implement a contactless delivery system to reduce possible exposure between customers or workers
- Hands should be sanitised before and after each delivery to avoid cross-contamination
- Food insulation containers (delivery boxes) should be sanitised between uses
- Delivery limitations (temperature control)—consider travel time and food safety standards
- Food Protection, ensure all food items are packaged in secure food-grade packaging

Vehicles

- All vehicles used for delivery are considered work vehicles, therefore smoking inside of vehicles should be prohibited
- Vehicles should be cleaned and sanitised daily
- If more than one person is in the delivery vehicle, all should each wear a face covering

Uniforms

Uniforms are a potential source of transmission of bacteria and other contaminants. Workers should wear clean uniforms at all times

- Do not wear the same uniform for different shifts without washing it first
- Uniforms should be worn in the workplace only and not in external environments (do not wear your chef uniform on your way in to work—change into the uniform when you arrive, then change out of it before you leave).

Signage

- Place signs around premises reminding and encouraging customers to maintain physical distancing, sanitize hands and wear masks.

Masks

- All personnel within the establishment should wear face coverings that completely cover nose and mouth, including delivery personnel

Training/Record Keeping

All staff members, including management are required to complete the Infection Control and Prevention (IPC) training and quiz available on the Government of Bermuda website [here](https://www.gov.bm/infection-prevention-and-control-training). <https://www.gov.bm/infection-prevention-and-control-training> Records of training must be consolidated in a folder and be available at the request of the respective enforcement agency.

Please visit <https://www.gov.bm/coronavirus> for all updates, guidance documents and legislation relating to COVID-19.

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