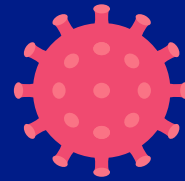


COVID-19 (Coronavirus)



Guidance for FOOD SERVICE INDUSTRY DURING COVID-19

According to the CDC, coronaviruses are generally thought to be spread from person to person through respiratory droplets. Currently, there is no evidence to support transmission of COVID-19 associated with food. However, there are measures that can be implemented to limit possible spread:

Handwashing & Hand Hygiene

Handwashing

Practise proper hand hygiene, including washing all surfaces of the hands and wrist, including fingertips, with soap and water for a minimum of 20 seconds. Fingernails should be kept short and all jewelry removed. Wash your hands after touching anything that could contaminate them, including surfaces and other people, as well as after touching your face or body.

Glove Use

It is not necessary to wear gloves for all activities. Wearing gloves is only effective if they are being changed after each activity and hands are washed each time the gloves are changed. It is not necessary to wear gloves in food stores for cashier services or stocking shelves. Gloves should be used when preparing ready-to-eat food. **Gloves do not replace handwashing.**

Sanitising & Disinfecting Surfaces

Increase sanitising and disinfecting of all frequently touched areas within the establishment. This includes the following:

- Light switches
- Handrails
- Door handles (knobs) – appliances, bathrooms, entrances & exits

- Faucets
- Menus
- Condiments and condiment holders
- Soda guns (bar)
- Chairs and tables
- Shopping trolley handles
- Keypads of cash registers and credit-card machines
- Phones

Sick Employees & Customers

Employees

Any employee who indicates they are ill or shows symptoms of illness should be sent home immediately. Instruct the employee to phone their doctor to report symptoms. They should not show up at doctors' offices, but call. For questions or concerns about COVID-19, call the helpline 444-2498.

Customers

Any Customers showing signs or symptoms of being unwell should be advised to return home.

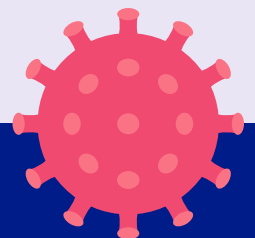
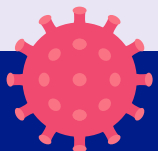
Buffet/Self-Service / Brunch

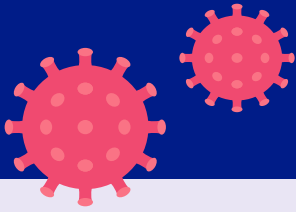
Self-service stations should be managed to reduce possible contamination. This includes buffets, self-service pastry displays, salad bars, condiment bars, etc. Recommended measures are listed below:

Buffets:

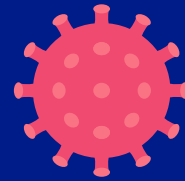
Employee-managed stations: an employee will serve food to customers

Stay informed on the latest developments about COVID-19 by visiting the Government of Bermuda's website [coronavirus.gov.bm](https://www.gov.bm/coronavirus)





COVID-19 (Coronavirus)



Managed sanitising stations: employees must provide hand sanitisers for customers who want to access food

Changing utensils: an employee must change utensils at a buffet station regularly, every 30–60 minutes, depending on volume of customers

Self-service:

Urns: milk, hot water and coffee urns should not be used by customers. Where possible, employees should prepare tea and coffee

Soda machines: self-service soda machines should be sanitised every 30–60 minutes

Pastry and bread displays: items should be wrapped individually or an employee should use tongs to get items for customers

Utensils (Single-Use Items) – Takeouts & Coffee Shops

Items that are not individually wrapped should be handed out by employees to reduce the number of people touching them. These items include:

Utensils: forks, knives, spoons, straws, coffee stirrers, napkins

Condiments

Social Distancing (Takeout/Kerbside/Delivery Service)

Implement measures to ensure contact with customers is limited, and, as much as possible, keeps a two-metre (six-foot distance). The following can be implemented:

Call-in ordering

Card Payments: over the phone (no cash transactions)

Install barriers between server/employee and the customer during pick-up transactions. Barriers should create at least a two-metre (six-foot) space between the two. Additionally, food can be handed through a window

Kerbside pickup: employees handing over food must wash hands after each kerbside pickup order

Delivery Service: high-touch surfaces in delivery vehicles should be cleaned and sanitised with disinfectant regularly throughout the day. This includes steering wheels, gear sticks, door handles, etc.

Pre-measured two-metre (six-foot) markers: to create social distancing within your business and outside—if a line forms, create clear two-metre (six foot) spaces for your customers to stand apart.

Grocery Stores

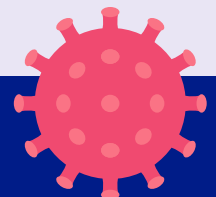
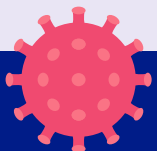
To reduce the risk of spreading COVID-19 in grocery stores, the below recommendations should be implemented:

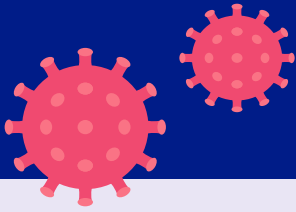
Social Distancing: Limit the number of people in your establishment at any given time to maintain social distancing two metres (six feet) between customers while shopping and during checkout. This can be achieved with pre-measured markers throughout the store and at checkout lanes.

Card Payments – encourage customers to use cards as much as possible, and avoid cash transactions

Grocery Delivery – encourage customers to use grocery delivery option if possible, to reduce congestion at the establishment.

Hand Hygiene: Encourage and facilitate handwashing and hand-sanitising for customers before they enter your store and, where practical, place sanitising stations throughout the store, particularly at checkout.





COVID-19 (Coronavirus)

Cleaning and Sanitising: Regularly clean and sanitise frequently touched areas within the store, including:

- Checkout area (conveyor belt, cash register, credit-card key pads, pen, scales)
- Shopping carts and handbaskets
- Butcher and deli counters (including service bells, scales, deli-slicer handles)
- Freezer handles and shelving units
- Coffee machines
- Hand sinks and faucets
- Sanitiser or wipes dispensers

Disposable wipes or disinfectant with paper towels may be used for cleaning and sanitising. Alternatively, a reusable cloth can be used, as long as it remains submerged in disinfecting solution when not in use. The solution and cloth must be changed every four hours.

Reusable Bags – Consider asking customers using reusable bags to pack their own groceries.

Education & Awareness: Place signs around the store to remind customers of do's and don'ts during shopping to reduce the risk of infection.

Below are additional resources specifically for the food industry:

National Restaurant Association
<https://www.restaurant.org/Covid19>

National Restaurant Association
<https://www.restaurant.org/Articles/News/Best-practices-for-business-continuity>

Additionally, general COVID-19 information can be found at these links:

Bermuda Government
www.gov.bm/coronavirus

Public Health England
<https://www.gov.uk/government/organisations/public-health-england>

Center for Disease Control (CDC)
<https://www.cdc.gov>

