

COVID-19

(Coronavirus)

Guidance Document for Takeout & Delivery Food Service (Phase 1)



On May 1, 2020, the Emergency Powers (COVID-19 Continuing Precautions & Regulations 2020) came into effect. These regulations allow for food establishments to re-open with limited service options. Outlined below are the current options available under Phase 1 of the Government's "Opening up of Bermuda" Programme. All food businesses that had been closed under previous regulations **must ensure premises are cleaned and sanitised prior to the start of operations**. Please refer to the guidance document "Food Businesses reopening checklist" available at <https://www.gov.bm/coronavirus-resources>. Any food business not in compliance with the Public Health (Food) Regulations 1950, may have its food business licence suspended or revoked.

Takeout and Collection of Orders

Restaurants are permitted to open during the hours of 7am–9pm only.

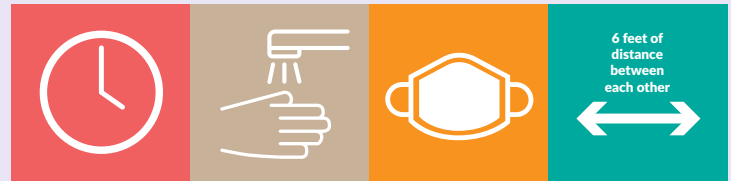
Can:

- Take orders over the phone, via email and online ordering (consider prepayment options to limit amount of hand-to-hand transactions during collection)
- Can dispense food from the establishment to customers
- Can allow one person at a time in the establishment to pay or pick up orders
- Offer delivery services (consider prepayment options to limit amount of hand-to-hand transactions)

Cannot:

- Offer dine-in service
- Operate buffets or self-serve food options, including coffee and tea stations

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)



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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.bermulaws.bm)

Signage

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

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.

Customer Ordering & Delivery Processes

- Deliveries can only be made between the hours of 9am–9pm
- 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
- 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 once 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)

Masks

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

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

