



March 19, 2020

To: All Food Premises and Food Delivery Services Providing Delivery and/or Takeout

Re: COVID-19 Guidance for Food Premises and Food Delivery Services Providing Delivery or Takeout

Ottawa Public Health (OPH) is recommending that any food premises (including restaurants, take out, take out counters, drive-thru, bakeries, fast food establishments, etc.) delivering food and/or providing take out during the COVID-19 pandemic take added precautions to protect their health and the health of those around them.

In addition to existing practices to maintain health and safety within a [food premises](#), OPH is encouraging further precautions during this time.

OPH is recommending everyone practice social distancing, which means that everyone keeps a 2 metre (6 feet) distance from others. For more information on this, OPH has added information to our website to explain [‘What is Social Distancing?’](#)

In terms of delivering food, OPH is recommending that food items be left at the door rather than a face-to-face interaction take place. The delivery person can then call the individual to let them know their food has arrived or knock on the door and move to a safe distance (2 metres or 6 feet) to allow the person on self-isolation to get their items. Please ensure that you advise any delivery person to use hand sanitizer or wash their hands after they have delivered any items. If it is possible, encourage your patrons to pay over the phone or online. Otherwise, have clients pay by debit or credit card (tap if possible) and have the delivery driver wipe the machine and use hand sanitizer immediately after the interaction.

To prepare for the pickup of take out food items, restaurant staff can leave the food on the counter and have an individual pick it up. OPH recommends not accepting cash and having clients pay by debit or credit card. Food premises should identify one staff member who is solely responsible for these transactions and must clean and sanitize all surfaces, after each interaction, followed by washing their hands with soap and water.

OPH also recommends that you follow general [food safety](#) guidelines to reduce the likelihood of foodborne illness.

To reduce the spread of germs including the flu and the novel coronavirus (COVID-19), OPH recommends that you:

- Wash your hands often with soap and water, or use hand sanitizer
- Avoid touching your eyes, nose, and mouth unless you have just cleaned your hands
- Cover your cough and sneeze with a tissue or into your arm, not your hand

- If possible, stay home if you are sick
- Avoid visiting people in hospitals or long-term care centres if you are sick
- Consider social distancing (ideally 2 metres)

Glove Use

Gloves are not a substitute for proper hand hygiene, as they do not guarantee that food or surface is not contaminated. Gloves should be worn when a handler has a bandage that is covering a wound.

In the event that you use gloves, do so properly.

Tips for the Proper Use of Gloves:

- Gloves must be used in combination with handwashing.
- Hands should always be washed and/or sanitized prior to putting on gloves and after taking gloves off.
- Change gloves whenever you change activity, touch your face, or come into contact with an item that may have germs
- Gloves should be thrown out and not used again once they have been taken off.

We understand that this is a challenging time and want to thank you for your dedication and support of others in our community.

For more information on COVID-19, please visit our website at ottawapublichealth.ca/coronavirus