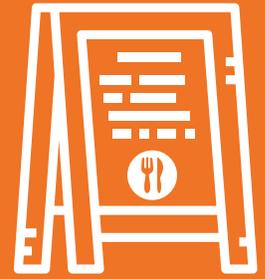


RESOURCES AND GUIDANCE FOR CHARITABLE FOOD ORGANIZATIONS DURING COVID-19



A comprehensive resource packet for charitable food organizations such as pantries and hot meal sites to provide general information about COVID-19 and adaptations, recommended guidelines and best practices to operate a healthy facility and volunteer teams.

CREATED BY:

Prevention Research Center for Healthy
Neighborhoods at Case Western Reserve
University, Cleveland, OH

Hunger Network



Prevention Research Center for Healthy Neighborhoods
at Case Western Reserve University



June 2020

ABOUT US

Prevention Research Center for Healthy Neighborhoods

The Prevention Research Center for Healthy Neighborhoods (PRCHN) at Case Western Reserve University is focused on fostering 'partnerships within low-resource neighborhoods to develop, test and implement effective and sustainable strategies and interventions to prevent and reduce the burden of chronic disease. As part of the CDC REACH program, the PRCHN is working with charitable food systems to assist in the implementation of food service guidelines and nutrition standards.



Hunger Network

The Hunger Network has been working to end hunger and build a healthier community for over 25 years. As Cuyahoga County's largest emergency food provider, the Hunger Network continues to lead the way through innovation and with nontraditional approaches to serving our neighbors in need. They have 72 hunger



centers strategically placed across Cuyahoga County and operate a food rescue program that bridges the gap between hunger and food waste to bring food access closer to those in most need.

ACKNOWLEDGEMENTS

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Resources and Guidance for Employees and Volunteers Who Operate Food Pantries and Hot Meal Sites

As essential parts of the charitable food system, community and faith-based organizations that serve as food pantries and hot meal sites are maintaining operations during this time. This packet includes important contacts, general information about COVID-19, and adaptations, recommended guideline and best practices to operate a healthy facility, food distributions and volunteer teams.

Important Contacts

City of Cleveland Department of Public Health: 216-664-2300

Cuyahoga County Board of Health: 216-201-2000

Cuyahoga County Coronavirus Help Line: 855-711-3035

MetroHealth 24/7 COVID-19 hotline: 440-59-COVID/440-592-6843

Ohio Department of Health COVID-19 hotline: 833-4-ASK-ODH/833-427-5634



General Information about COVID-19:

How COVID-19 spreads:

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to **spread mainly from person-to-person**.
 - Between people who are in close contact with one another (within about 6 feet).
 - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).
 - Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Symptoms of COVID-19:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms* may have COVID-19:

- | | |
|---|------------------------------|
| ○ Cough | ○ Muscle pain |
| ○ Shortness of breath or difficulty breathing | ○ Sore throat |
| ○ Fever | ○ New loss of taste or smell |
| ○ Chills | |

*This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

If you believe you are sick, stay home, separate yourself from others, monitor your symptoms, call ahead before visiting your doctor, and **if you believe you are in an emergency, call 911 or call ahead to your local emergency facility.**

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Guidance Related to Pantry Models

In order to comply with social distancing recommendations, your pantry may need to adapt to a drive-thru distribution site or change your existing walk-up model. This section provides guidance and recommendations for either option.

Suggestions for Creating a Drive-Thru Distribution:

Pre-pack grocery bags

- Organize volunteer shifts to pack bags to limit amount of people on site during food distribution.
- Consider packing specialized bags for clients with chronic diseases such as hypertension or diabetes, who require lower sodium or products with no added sugars.
- Consider packing bags based on family size and if possible, instruct clients to call ahead to allow volunteers time to pre-pack the appropriate number of bags.

Establish check-in procedures beforehand

- Create clear signage encouraging clients to remain in their vehicles during the drive-thru.
- Encourage clients to have a clear trunk or back seat for easy, stress-free loading.
- Consider identifying cars from the outside based on number of households or number of household members by having a volunteer provide a dashboard card.
- Ensure that clients are aware to only take part if they are feeling well or establish a proxy system to allow a family member to pick up items.

Establish traffic patterns

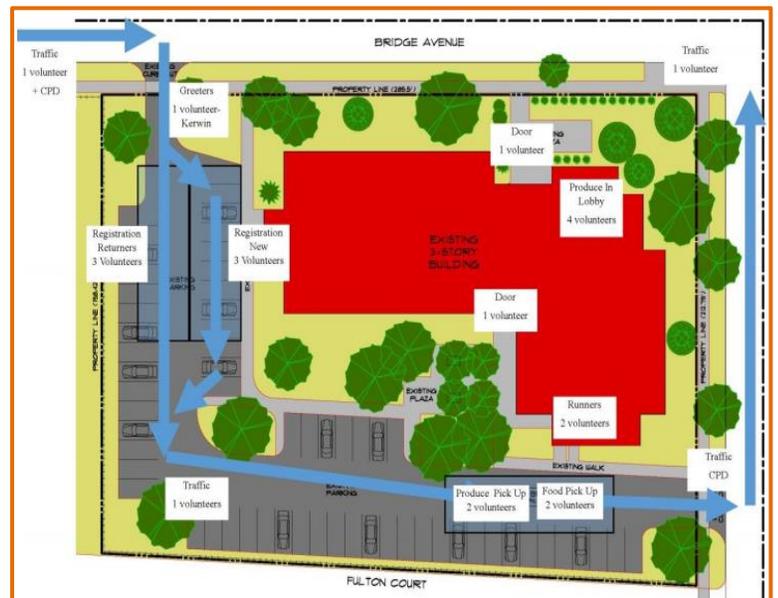
- Create a designated entrance, registration area, grocery delivery area, and exit within the parking lot and access streets.
- If available, utilize traffic cones to clearly mark areas.

Establish Drive-Thru Distribution Days and Determine need for crowd control

- To limit crowds, consider having alternating drive-thru and walk-up distribution days.
- Establish a plan for walk-up clients on drive-thru days.
- For additional help, contact your police district. They may consider closing off nearby streets.

Train volunteers on new limited-contact procedures

- Display written instructions on new protocols, including registration procedures, and encourage volunteers to take photos for future reference.
- Delegate specific volunteer roles, such as “greeter,” “traffic director,” “check-in,” and “packer”
- Allot extra time for tasks as the number of volunteers in a given space will be reduced to maintain social distancing.



Example of traffic pattern map from May Dugan Center, Cleveland, OH. Please see attachment for full summary.

Suggestions for Creating a Walk-Up Distribution:

Understanding that clients may not have transportation or take public transportation to visit your site, please consider offering a walk-up distribution. Below are some suggestions for this model:

Utilize scheduled appointment times to control the number of individuals at one time

- Consider the size of your location and the average time required per client in a visit when determining time-slots

Maintain clear signage

- Mark X's on the floor in areas where individuals may have to wait, including outside in case of overflow
- Post reminders of attached information, such as:
 - **Keep from catching and spreading COVID-19**
 - **Cleaning and Disinfecting Your Facility**
 - **Symptoms of Coronavirus (COVID-19)**
 - **Stop the Spread of Germs**



Establish contact free pick-up

- Create clear signage to direct clients to pick-up table/area and have volunteers present to assist
- Set up designated “pick- up” tables for clients
- Have a designated entrance and exit if clients must enter the building

Pre-pack grocery bags

- Organize volunteer shifts to pack bags to limit amount of people on site during food distribution
- Consider packing bags based on family size
- Consider packing specialized bags for clients with chronic diseases such as hypertension or diabetes, who require lower sodium or products with no added sugars

Establish check-in procedures beforehand

- Create and post signage for clients with details of requirements and/or instructions for entry/exit
- Ensure that clients are aware to only take part if they are feeling well or establish a proxy system to allow a family member to pick up items

Train volunteers on new limited-contact procedures

- Display written instructions on new protocols, including registration procedures, and encourage volunteers to take photos for future reference
- Delegate specific volunteer roles, such as “greeter,” “check-in,” and “packer”
- Allot extra time for each task as the number of volunteers in a given space will be reduced to maintain social distancing



Guidance for Hot Meal Pick-Up and Delivery

Stagger meal preparation tasks

- Schedule cooking and meal prepping activities to allow for all meals to be boxed prior to distribution and quickly distributed.
- Practice social distancing and limit congregating by allowing hot meals or prepared foods to be taken to-go in closed, labeled packaging



Contact-free pick-up (Drive-thru or Walk-up Model)

- Establish pick-up zones, including a unique entrance and exit for clients to pick-up meals
- Notify clients when their meal is ready by text or voice call to allow them to wait in their cars
- Encourage food placement within a car rather than directly handing off
- Support “no touch” deliveries

Maintain food safety protocols

- Keep hot foods hot and cold foods cold by properly storing them on site or during transport for delivery
- Sanitize transport containers regularly
- Avoid cross contamination by wrapping and separating at-risk foods
- Never touch prepared foods with bare hands

Hot meal manager practices

- Conduct daily health assessments for employees and volunteers (self-evaluation) to determine if they have recently experienced any symptoms related to COVID-19.
- Support employees to stay home or leave a shift early if they feel unwell
- Encourage mask usage from employees and clients along with social distancing efforts
- Conduct an evaluation of the facility to ensure 6-foot social distancing can be maintained during operations

Employee/volunteer practices

- Conduct daily health assessments for employees and volunteers (self-evaluation) to determine if they have recently experienced any symptoms related to COVID-19.
- Wash hands regularly for 20 seconds with soap and water
- Wear a mask at all times while maintaining a distance of 6 feet from all other individuals
- Keep hand soap and paper towels stocked in the bathrooms at all times

Guidance for Congregate Meals

Congregate meal set-up

- Create established times for congregate meals
- Consider reservation only or call ahead seating to better space patrons
- Set up tables at least 6 feet apart and keep seating spread out for patrons during meal times
- Families or individuals from the same household are allowed to sit together

Facility changes

- Increase physical barriers for serving if they are not a minimum of 6 feet distance
- Create X's for clients to wait in line before entering meal sites
- Hang signs/posters outside that explain the importance of social distancing, hand-washing, masks and not entering if sick
- If possible, switch to disposable utensils and plates and always disinfect tables and chairs between use
- If using reusable menus, sanitize after each use or use a large sandwich-board to display menu or items available
- Use an exit separate from the entrance
- Remove self-service stations such as salad bars or beverage tables



Employee/volunteer best practices

- Wear masks and gloves at all times during service
- Complete health assessment before beginning every shift
- Wash hands before serving hot food, after touching face or other common surfaces
- Do not touch any hot/ ready-to-serve food with bare hands

Client best practices

- Ensure clients are wearing masks when waiting in lines or receiving food.
- Create a plan for how to address clients who may not have masks, such as having extra masks available, or allowing a masked volunteer pick up their hot meals and hand-off or deliver to the client safely.
- Display signage Create and post signage for clients with details of instructions for entry/exit
- Perform a symptom checklist before anyone enters meal site

○ Example Question: **In the last 48 hours, have you had any of the following NEW symptoms?**

- | | |
|---|---|
| <input type="checkbox"/> Fever of 100 F or above, or possible fever symptoms like alternating chills and sweating | <input type="checkbox"/> Muscle aches |
| <input type="checkbox"/> Cough | <input type="checkbox"/> Sore throat |
| <input type="checkbox"/> Trouble breathing, shortness of breath or severe wheezing | <input type="checkbox"/> Loss of smell or taste, or a change in taste |
| <input type="checkbox"/> Chills or repeated shaking with chills | <input type="checkbox"/> Nausea, vomiting or diarrhea |
| | <input type="checkbox"/> Headache |
| | <input type="checkbox"/> None of the above |

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Guidelines for Volunteers

These general guidelines and resources for volunteers are designed to keep your volunteers safe so they can help others within your facility.



- **Maintain social distancing** during all tasks if possible
- **Provide sufficient PPE and training** for best use along with disinfectant supplies
- Provide EPA- registered disinfectants for regular cleaning use
- **Create a sanitation check-list** and survey using google doc QR code system to track cleaning
- If any instructions are needed, provide them in a form that can be mobile or photographed to reduce congregation by volunteers
- **Train volunteers** on new limited-contact procedures
 - Display written instructions on new protocols, including registration procedures, and encourage volunteers to take photos for future reference
 - Delegate specific volunteer roles
 - Allot extra time for each task as the number of volunteers in a given space will be reduced to maintain social distancing
- Conduct daily health assessments for employees and volunteers (self-evaluation) to determine if they have recently experienced any symptoms related to COVID-19.
- Ensure all volunteers understand the risk associated with the tasks they will do and are comfortable with them
- **Implement a waiver for volunteers** to sign before beginning every shift

Thank them for their time and commitment to helping your facility and clients!

Example of Volunteer Waiver

We appreciate your interest in volunteering. In an effort to keep you, other volunteers and our clients healthy, please review and answer the following questions before reporting for your volunteer shift.

I, _____ agree to the following safety protocols to the fullest extent possible.

Please initial the following statements below:

- _____ Complete Daily Health Assessment prior to each volunteer shift
- _____ Submit to a temperature check and/or symptom screen upon arrival.
- _____ Wash or sanitize hands regularly before, during and after service.
- _____ Wear a mask properly at all times and while engaged in service
- _____ Once your mask is in place, avoid touching or taking mask off until service is complete.
- _____ Wear gloves for service in the community. Change them often. Don't touch face with gloves.
- _____ Practice social distancing protocols, keeping at least six feet distance when engaging with community members and providing service.

Signature: _____ Date: _____

Please see attachments for full version.

The following information is included in the attachments is suggested for additional review and printing to utilize at your facility:

Related to Pantries & Hot Meal Sites

[Example of Volunteer Waiver](#)

[Example of Health Assessment Form](#)

[May Dugan Distributions Overview](#), May Dugan Center, Cleveland, OH

[Summary of Best Practices for Retail Food Stores, Restaurants and Food Pick-up/Delivery Services During COVID-19 Pandemic](#), U.S. Food & Drug Administration

Related to COVID-19 General Information

[Cleaning and Disinfecting Your Facility](#), Centers for Disease Control and Prevention

[Stop the Spread of Germs](#), Centers for Disease Control and Prevention

[Symptoms of Coronavirus \(COVID-19\)](#), Centers for Disease Control and Prevention

[Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease \(COVID-19\) Pandemic](#), U.S. Food & Drug Administration

Example of Volunteer Waiver

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- _____ Wear a mask properly at all times and while engaged in service
- _____ Once your mask is in place, avoid touching or taking mask off until service is complete.
- _____ Wear gloves for service in the community. Change them often. Don't touch face with gloves.
- _____ Practice social distancing protocols, keeping at least six feet distance when engaging with community members and providing service.

Signature: _____

Date: _____

Drive-Thru Distributions

May Dugan Center Distributions during COVID-19

March 2020

Background:

The May Dugan Center (MDC) holds food and produce distribution on the second and fourth Wednesdays of the Month. These distributions are usually in a “large crowd” format serving between ~300 families (on the 4th Wednesdays) to ~150 families (on the 2nd Wednesday). In response to COVID-19 and social distancing protocols, MDC had to change the format of its distributions.

This document is an overview of the logistics for a Drive-Thru, Walk-in and Delivery distributions that MDC held the week of March 23rd. In total, these distributions served over 850 families for the week. For questions regarding food ordering, pick up, registration or anything else; please contact the Greater Cleveland Food Bank.

For other agencies or organizations faced with having to change their distribution formats, or ones who are rising to meet the increased need, feel free to use any or all of this information, we hope it’s helpful.

Format:

MDC switched to primarily a drive through distribution on Wednesday, 3/25. We also wanted to have an option for non-drivers to receive food, therefore we had any non-drivers call and schedule a time on Thursday 3/26 to pick up food. We used a google form with 3 slots every ten minutes to limit the number of people in the building. Lastly, for those who are from a vulnerable population to COVID-19, we did home deliveries on Thursday evening.

Promotion:

We used every option available to us including text messages, social media, email and word of mouth (we contacted well connected clients and asked them to spread the word). This seemed to work well; we had very few people showing up looking for our normal distribution. Below is an example of the message that was shared with clients (the message was changed to best suit each platform):

May Dugan Center will be distributing food and produce on Wednesday, March 25th from 10am-2pm in a drive thru format. The cars line will form on Bridge Avenue. We strongly encourage driving to May Dugan; but you are unable to drive, you can have a letter authorizing someone else to pick up food for you. If you are unable to drive or unable to get a letter, please call us at May Dugan, for other arrangements at 216-631-5800 x300. Please note: that there will be no clothing distribution or Health Screenings that day and the building will be closed to the public just on that day. Again, the number to call is 216-631-5800 x300. We will work with you to get food. Thank you

For the “alternative arrangements” we used the following flow chart to determine how to guide callers:

If someone call extension 300 alternative arrangements			
Do you have a car or have someone in your house who has a car and could come to the Drive Thru Distribution on Wednesday, 3/25 between 10am-2pm?			
Yes	No		
Invite them to come to the Drive Thru Distribution	Is there a Friend or Family member who has a car and can pick up food for you that day?		
	Yes		No
	Explain Proxy Process (See Below)		Are you over the age of 60, or have an existing medical condition that makes you vulnerable to COVID-19?
			No
			Yes
		Schedule a Walk up time on next tab	Sign them up for delivery on 3/26 from 5-8pm

Volunteers:

In the interest of time and ease for staff, we made a google form to stream line volunteer sign up. We planned extra time for all the tasks that needed to be done (packing pantry bags, etc.) since we limited the number of volunteers in a given space to keep them socially distanced from each other. We also scheduled a conference call with them the night before to go over everything and emailed them instructions in advance since we knew we wouldn’t be able to have all 20 people “huddle up” before we started.

Drive Thru:

We contacted our police district (Cleveland Second District for us) to help with traffic control. We made our parking lot one way and had the line form on Bridge Ave heading west. This was helpful since we didn’t have two lines that had to merge to enter the lot. Admittedly, in our promotions describing where the line would form was difficult to do succinctly. We decided to mitigate this by having volunteers on hand (particularly for the first one) who could help with pointing clients to the end of the line.

We also had a volunteer stationed at the end of the line on his bike to text updates as to what cross street we were backed up to (Bridge Ave & W54, then W58, etc.). This isn’t necessary but was helpful for us knowing how long our line was and making sure we would have enough food. Our councilman, Kerry McCormack was here volunteering that day and he was helpful at the start with getting the police in place and walking the car line talking to people while they waited.

See the last page for a site map with volunteer notations

Volunteer Stations:

We closed the Center to public that day (MDC is currently still open to the public usually), while allowed volunteers to spread out while working on bag packing and moving food. We had the volunteers at the following locations:

- 1 greeter at the parking lot entrance
 - They were asking if the person was new or returning and directing them to the correct line.
 - This volunteer also kept the “count.” They knew how many households we could serve and counted down with each new household served. This meant that if a car entered the parking lot, they were getting a food bag, which reassured clients.
- 6 at registration (three for returning clients, three for new)
 - We used laminated sheets of paper on their windshield to indicate if there was more than one household in the car.
- 2 putting pantry bags in trunks
- 2 putting produce bags in trunks
- 4 packing produce bags inside
- 2 running the produce and pantry bags from inside to outside
- 2 staff members answering calls and scheduling for the walk ups the next day.
 - We originally had a volunteer ready to hand out the number to walk-ups so people could call on the spot to schedule, this proved not necessary though people were still calling for walk up appointments.

Walk-Ups:

The walk-up were important for us at MDC, but do require that you be diligent in terms of scheduled appointment times and number of people in the facility. Logistically, this was similar to a “typical” distribution with added social distancing protocols in place. The appointments were pre-scheduled (mainly on Wednesday during the drive thru) with three slots per 10 minutes between 9am-4pm. We utilized Xs on the floor signage, and volunteers at the doors to ensure minimal number of people and social distancing. While people were waiting, we had them wait outside (MDC has a decent sized yard for this).

In total, clients were in the building less than 5 minutes and we were able to keep the number of people in the building at any given time very low. We also had staff members regularly cleaning surfaces and tables at regular intervals during the distribution times.

Delivery:

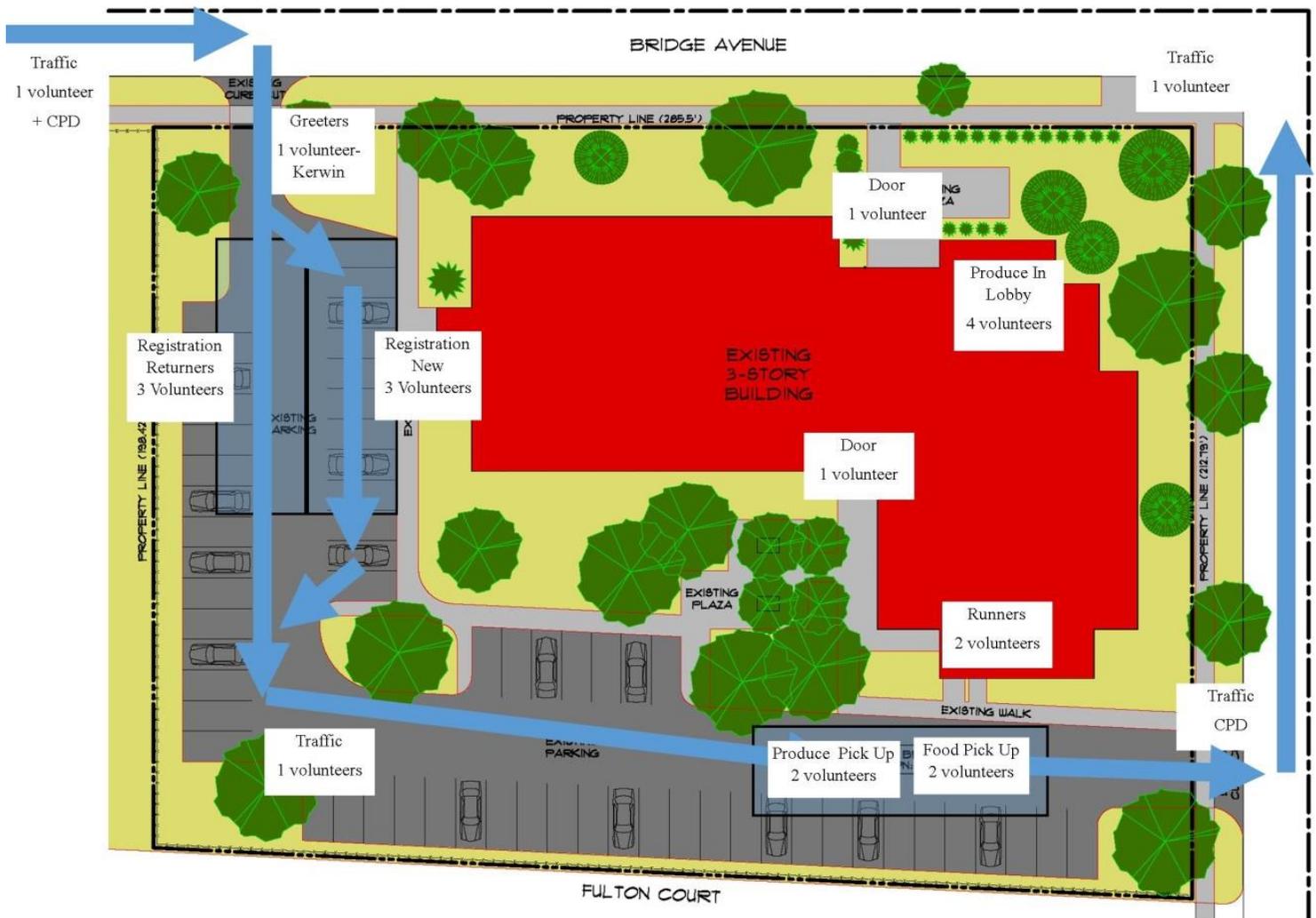
Knowing that this would be the most popular option if promoted publically, and having only a limited number of drivers to do deliveries (60 spots total), we limited delivery recipients to those apart of vulnerable populations. The chart in the promotions section of this document details the “vetting” process for signing people up for delivery.

Once the names, addresses and phones of recipients were collected, recipients were grouped by fives by zip code/location and assigned a driver. The delivery window was from 5pm-8pm to give volunteers plenty of time to deliver. When drivers arrived, they called MDC and food was brought to their cars. Instructions on registration and process were shared in advance via email. While all clients receiving food were told of the delivery time and were asked to be near their phone, some didn't answer the volunteer's call. Having a staff member at MDC to call clients (who recognized MDC's number and would answer) was helpful. Recipients and volunteers were told that volunteers would bring the food to their door and "pass off" the food and conduct the registration from a distance. Overall, the deliveries went smoothly and provided an opportunity to deliver food to vulnerable, home-bound people.

Additional Questions:

If an agency or organization has additional questions related to the logistics of a drive thru distribution, feel free to contact Andy Trares at the May Dugan Center at atrares@maydugancenter.org or via cell phone at 419-261-4600.

Site map:



Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
 - Signs
 - Audio messages
 - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
 - Use shopping lists
 - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & DELIVERY



- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized
 - Maintain time and temperature controls
 - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks

Cleaning And Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

How to clean and disinfect

Wear disposable gloves to clean and disinfect.

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.



High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- **Recommend use of EPA-registered household disinfectant.** **Follow the instructions on the label** to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

Leave solution on the surface for **at least 1 minute**

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water
- OR
- 4 teaspoons bleach per quart of water
- **Alcohol solutions with at least 70% alcohol.**

Soft surfaces

For soft surfaces such as **carpeted floor, rugs, and drapes**

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

- **Launder items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

- **Disinfect with an EPA-registered household disinfectant.** [These disinfectants](#) meet EPA's criteria for use against COVID-19.

Electronics

- For electronics, such as **tablets, touch screens, keyboards, remote controls, and ATM machines**
- Consider putting a **wipeable** cover on electronics.
- **Follow manufacturer's instruction** for cleaning and disinfecting.
 - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol.** Dry surface thoroughly.



Laundry

For clothing, towels, linens and other items

- **Wear disposable gloves.**
- **Wash hands with soap and water** as soon as you remove the gloves.
- **Do not shake** dirty laundry.
- Launder items according to the manufacturer's instructions. Use the **warmest appropriate water setting** and dry items completely.
- Dirty laundry from a sick person **can be washed with other people's items.**
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.



Cleaning and disinfecting your building or facility if someone is sick

- **Close off areas** used by the sick person.
- **Open outside doors and windows** to increase air circulation in the area. **Wait 24 hours** before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect **all areas used by the sick person**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- If **more than 7 days** since the sick person visited or used the facility, additional cleaning and disinfection is not necessary.
 - Continue routine cleaning and disinfection.



When cleaning

- **Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
 - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- **Wash your hands often** with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with a sick person.



- Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

- **Additional key times to wash hands** include:

- After blowing one's nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.
- Before and after providing routine care for another person who needs assistance (e.g., a child).

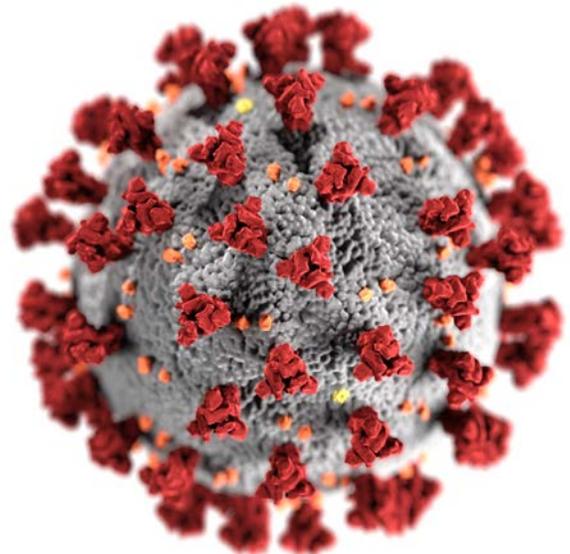
Additional Considerations for Employers



- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions **on what to do if they develop symptoms within 14 days** after their last possible exposure to the virus.
- Develop **policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
 - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are **trained on the hazards of the cleaning chemicals** used in the workplace in accordance with OSHA's Hazard Communication standard ([29 CFR 1910.1200](#)).
- **Comply** with OSHA's standards on Bloodborne Pathogens ([29 CFR 1910.1030](#)), including proper disposal of regulated waste, and PPE ([29 CFR 1910.132](#)).

For facilities that house people overnight:

- Follow CDC's guidance for [colleges and universities](#). Work with state and local health officials to determine the best way to isolate people who are sick and if temporary housing is needed.
- For guidance on cleaning and disinfecting a sick person's bedroom/bathroom, review CDC's guidance on [disinfecting your home if someone is sick](#).



Prepare your Small Business and Employees for the Effects of COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as prepare to protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and prepare your business for disruption:

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. **Symptoms** (<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>) can include fever, cough, or difficulty breathing, which may appear 2-14 days after exposure.

Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.

Examine policies for leave, telework, and employee compensation.

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- When possible, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.

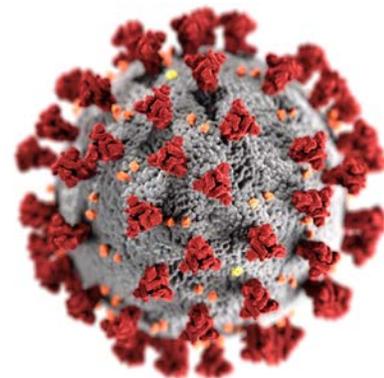
Review your leave policies with all employees and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

Identify essential employees and business functions, and other critical inputs such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.

Prepare business continuity plans for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.

Establish an emergency communications plan. Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.

Share your response plans with employees and clearly communicate expectations. It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.



cdc.gov/coronavirus

Top 10 Tips to Protect Employees' Health

Healthy employees are crucial to your business. Here are 10 ways to help them stay healthy.

- **Actively encourage sick employees to stay home.** Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.



- **Have conversations with employees about their concerns.** Some employees may be at higher risk for severe illness, such as **older adults** (<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>) and those with chronic medical conditions.



- **Develop other flexible policies for scheduling and telework (if feasible) and create leave policies** to allow employees to stay home to care for sick family members or care for children if schools and childcare close.



- **Talk with companies that provide your business with contract or temporary employees about their plans.** Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



- **Promote etiquette for coughing and sneezing** (https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html) and **handwashing** (<https://www.cdc.gov/handwashing/index.html>). Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.



- **Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department.** Actively encourage flexible work arrangements such as teleworking or staggered shifts.



- **Perform routine environmental cleaning.** Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.



- **Consider the need for travel and explore alternatives.** Check CDC's **Travelers' Health** (<https://wwwnc.cdc.gov/travel>) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.



- **Provide education and training materials** in an easy to understand format and in the appropriate language and literacy level for all employees, like **fact sheets and posters** (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>) areas the sick employee visited.



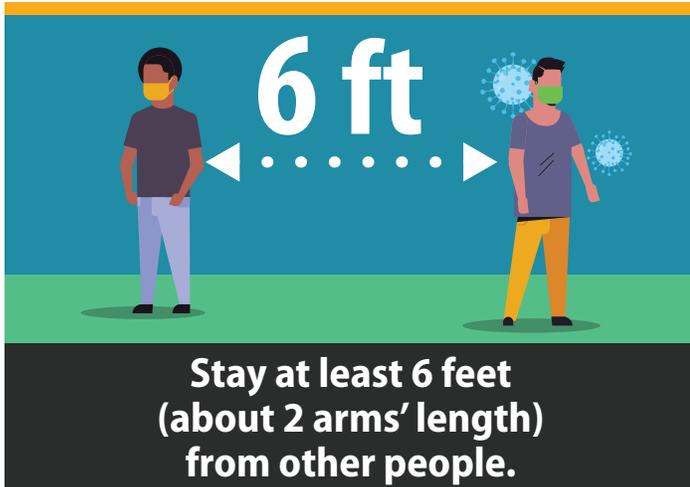
- **If an employee becomes sick while at work,** they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for **cleaning and disinfecting** (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>) areas the sick employee visited.



For more tips and information see the **CDC Interim Guidance for Businesses and Employers** (<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>) and the **OSHA Guidance for Preparing Workplaces for COVID-19** (<https://www.osha.gov/Publications/OSHA3990.pdf>).

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



cdc.gov/coronavirus

Symptoms of Coronavirus (COVID-19)

Your symptoms can include the following:

Fever



If you have COVID-19, you may have mild (or no symptoms) to severe illness.

Symptoms can appear 2-14 days after you are exposed to the virus that causes COVID-19.

Cough



Seek medical attention immediately if you or someone you love has **emergency warning signs**, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

Shortness of breath



This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.



cdc.gov/coronavirus

Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic

The Centers for Disease Control and Prevention (CDC) advise the use of simple cloth face coverings to slow the spread of the virus and to help people who are unaware they have the virus from spreading it to others. This has led to questions from the Food and Agriculture Sector about what respirators, disposable facemasks, such as surgical or medical masks, or cloth face coverings are most appropriate for various settings. This fact sheet, developed in collaboration with CDC, provides a quick reference to these items potentially worn by workers in the Food and Agriculture Sector. Respirators, disposable facemasks, or cloth face coverings are designed and worn for different purposes as described in the table below.

If, prior to the COVID-19 pandemic, you were required to wear a respirator or disposable facemask on the job, based on a workplace hazard assessment, you should continue to do so.

Respirators, Disposable Facemasks, and Cloth Face Coverings:

Respirators



N95
Respirator



Elastomeric
Respirator

- Respirators protect wearers from breathing in hazardous contaminants in the air.
- Respirators are required equipment for workers performing some jobs in the Food and Agriculture Sector.
- If you are required to use a respirator for your job, you should continue to do so.

Disposable Facemasks



Disposable
Facemask

- Disposable facemasks, such as surgical or medical masks, are not respirators and do not protect the wearer from breathing in small particles, gases, or chemicals in the air.
- Disposable facemasks act as a protective barrier to prevent splashes, sprays, large droplets, or splatter from entering the wearer's mouth and nose. The protective quality of disposable facemasks varies depending on type of material used to make the facemask.
- Disposable facemasks also help prevent the wearer from spreading respiratory droplets.
- Because disposable facemasks help prevent the wearer from spreading respiratory droplets, they may slow the spread of the virus that causes COVID-19. Wearing them may help people who unknowingly have the virus from spreading it to others.

Cloth Face Coverings



Cloth
Face Covering

- Cloth face coverings, whether provided by the employer or brought from home by the worker, are not respirators or disposable facemasks and do not protect the worker wearing them from exposures.
- Cloth face coverings are only intended to help contain the wearer's respiratory droplets from being spread.
- Used in this way, CDC has recommended cloth face coverings to slow the spread of the virus that causes COVID-19. Wearing them may help people who unknowingly have the virus from spreading it to others.
- Workers can wear a cloth face covering if the employer has determined that a respirator or a disposable facemask is NOT required based on the workplace hazard assessment.
- When it is not practicable for workers to wear a single cloth face covering for the full duration of a work shift, particularly if they become wet, soiled, or otherwise visibly contaminated, a clean cloth face covering (or disposable facemask option) should be used and changed out as needed.
- Review information provided on how to wear and care for cloth face coverings.

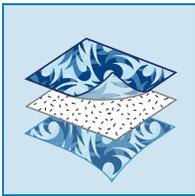
Considerations for Use of Cloth Face Coverings

Consider the following if you choose to wear a cloth face covering to slow the spread of COVID-19:

Proper wear and care of a cloth face covering

- Maintain face coverings in accordance with parameters in [FDA's Model Food Code](#) sections 4-801.11 Clean Linens and 4.802.11 Specifications, as applicable.
- Launder reusable face coverings before each daily use.

Cloth face coverings should:

	Cover the nose and below the chin		Include multiple layers of fabric
	Fit snugly but comfortably against the side of the face		Allow for breathing without restriction
	Be secured with ties or ear loops		Be able to be laundered and machine dried without damage or change to shape

IMPORTANT: [Hand hygiene](#) is an important infection prevention and control measure. Wash your hands with soap and water for at least 20 seconds after putting on, touching, or removing respirators, masks, or cloth face coverings.

The use of cloth face coverings in the work environment should be used in addition to other control measures, including engineering controls such as implementing social distance practices and physical partitions or barriers; and administrative controls such as frequent cleaning and disinfection protocols.

If you have symptoms and feel sick, stay home.

For more information see CDC's [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](#).

Additional Information:

If you are managing a farm, facility, or establishment and need assistance finding suppliers of PPE or face coverings, please contact FEMA at NBEOC@max.gov.

To learn more about the regulation applicable to face masks, see: [Enforcement Policy for Face Masks and Respirators During the Coronavirus Disease \(COVID-19\) Public Health Emergency \(Revised\) Guidance for Industry and Food and Drug Administration Staff](#) April 2020.