The County’s Health Officer is requiring all food facilities stop dine-in services until the Shelter in Place order for the Corona Virus is lifted. The order is currently in place until 11:59 p.m. on May 3. This order is given because of the propensity of the virus to spread person to person and because the virus physically is causing property loss or damage due to its proclivity to attach to surfaces for prolonged periods of time.

- All food facilities should be closed for seated dining and should be open only to drive-through or other pick-up/delivery options.
- Please remind employees of best hygiene practices including washing their hands often with soap and water for at least 20 seconds.
- Also increase frequency of cleaning and sanitizing per CDC Environmental Cleaning and Disinfection guidance of all hard surfaces, including tables and counter tops that are being utilized by employees and patrons during pickup/delivery options.

If you have any questions, please refer to the Monterey County Health Department website at: www.mtyhd.org and www.mtyhd.org/covid19-foodsafety

Thank you.

El Oficial de Salud del Condado exige que todas las instalaciones de alimentos suspendan los servicios de cena hasta que se levante la orden de Refugio en su Lugar para el Coronavirus. La orden de Refugio en su Lugar se vence hasta las 11:59 pm el 3 de Mayo. Esta orden se da debido a la propensión del virus a propagarse de persona a persona y porque el virus está causando físicamente la pérdida o daño de la propiedad debido a su propensión a adherirse a las superficies durante periodos prolongados de tiempo.

- Todas las instalaciones de alimentos deben estar cerradas para cenas sentadas y estar abiertas solo para opciones de recogida / entrega.
- Recuerde a los empleados las mejores prácticas de higiene, como lavarse las manos con agua y jabón durante al menos 20 segundos.
- También aumente la frecuencia de limpieza y desinfección según las pautas de limpieza y desinfección ambiental de CDC de todas las superficies duras, incluidas las mesas y encimeras que utilizan los empleados y clientes durante las opciones de recolección / entrega.

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Thank you.
COVID-19 Shelter in Place Expectations for Food Facilities

**Food Facilities that May Remain Open:** Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and similar food retail establishments are encouraged to remain open to provide food and pet supplies to the public. When visiting these establishments, please help retailers maintain at least six feet minimum distance between patrons, including by providing ample space while shopping and waiting in line.

**No Dine In Allowed:** At this time, all food facilities are not allowed to have dine in services for customers including outdoor dining. Food facilities are only allowed to receive orders and the food can either be delivered or picked up by guests for takeout. Patrons will not be permitted to dine or congregate in restaurants, bars, and similar establishments.

**Take Out/Pickup:** It is recommended that the guest orders ahead either by phone or online/mobile order.

**Delivery:** Deliveries can still be placed from food facilities. Businesses that deliver goods or services directly to residences are essential businesses that may continue to operate.

**Social Distancing If In Line:** People should maintain social distancing at all times, and it must be at 6 feet apart while waiting in line or ordering. Follow social distancing guidelines such as washing hands before and after, using hand sanitizer, and coughing or sneezing into a tissue.

**Hand Washing:** Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

**Handwashing in a Food Facility:** Employees’ hands should be washed,

- When entering the kitchen
- Before starting food preparation
- After touching their face, hair, or other areas of the body
- After using the restroom
- After coughing, sneezing, using a tissue, smoking, eating, or drinking
- When handling raw food then ready-to-eat food
- Before putting on gloves
- After cleaning, bussing tables, or touching any items that patrons have used
- Between handling money/credit cards/phones/pens and handling food
- After engaging in other activities that may contaminate the hands
**Hand Sanitation Tips:**

- Minimize bare hand contact with ready-to-eat food
- Assign an employee to keep soap and paper towels stocked at handwash stations at least every hour
- Protect food and drinks from contamination when preparing and packing for delivery and carryout by patrons
- Avoid touching your eyes, nose, and mouth
- Minimize touching your phone or other personal items
- Wash hands more frequently for all staff
- Provide extra garbage cans near restrooms exits
- Provide alcohol-based hand sanitizer for customers to use

**Provide regular staff training to ensure proper protocols are followed!**

**Clean Surfaces:** Clean all “high-touch” surfaces every day. High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

**Sanitation of Equipment at a Food Facility:** Chlorine-based (bleach) sanitizer at 100 ppm or quaternary ammonium-based sanitizers at 200 ppm are effective sanitizers. Use test strips to ensure that sanitizer is at these required concentrations. Sanitize equipment, utensils, and food preparation areas, as well as tables, seats, service counters and any other area exposed to customers or employees routinely throughout the day.

- COVID-19 can last for days on surfaces. Increase the frequency of cleaning and sanitizing all high-touch areas such as:
  - Doorknobs, touch screens, cash registers, faucet handles, and cabinet/drawer pulls
  - Menus, and condiment dispensers and napkin dispensers
  - Other items and surfaces frequently touched by employees or customers

- At this time, avoid accepting reusable utensils from customers (food containers, traveler cups, etc.)
- Provide condiments, utensils, and napkins to customers upon request rather than on a self-serve basis to minimize contact

**Food Facility Employee Health:** Ill employees should be not be allowed in the food facility. Maximize flexibility in use of sick leave to facilitate such time off. An employee who is experiencing fever and respiratory symptoms and who has tested negative for COVID-19 should stay home until they are fever-free for at least 24 hours without the use of fever-reducing medications. If an employee has been diagnosed with COVID-19 and the employee worked at any time after their symptoms began, cease operations until the facility can be thoroughly cleaned and sanitized. The facility may reopen after that has occurred. All individuals who have had close contact with a person diagnosed with COVID-19 should go home and stay home in quarantine until it has been at least 14 days since their last contact with the infectious individual:
  a. Exposed Individuals in quarantine should keep themselves away from others in the household as much as possible until it has been 14 days from their possible exposure. They should use a separate bedroom and bathroom, if possible, than other household members.
b. If exposed individuals need to have contact with household members, the exposed individual should wear a surgical mask for the duration they have contact with household members.

c. If the exposed individual develops symptoms within the 14-day self-quarantine period, they should contact their medical provider or the Monterey County Health Department (831-755-4521).

All directives included in the Monterey County Health Officer Shelter in Place Order and during public health investigations must be followed.

If you would like to submit a complaint about restaurants, bars, or other retail food facilities that are found to be operating outside of these restrictions, you can call our office at (831) 755-4505 or submit a complaint online.
Social Distancing Protocol

Business Name/FA/PR:

…

Facility Address:

…

Signage:
- Signage at each public entrance of the facility to inform all employees and customers that they should:
  - avoid entering the facility if they have a cough or fever
  - sneeze and cough into a cloth or tissue, or if not available, into one’s elbow
  - not shake hands or engage in any unnecessary physical contact
- Signage posting a copy of the social distancing protocol at each public entrance to the facility.
- Signage of “No Dine In, Take Out Only” at each public entrance to the facility.

Measures to Protect Employee Health (Check all that apply to the facility):
- Everyone who can carry out their work duties from home has been directed to do so.
- All employees have been told not to come to work if sick.
- Symptom checks are being conducted before employees may enter the work space.
- All desks or individual work stations are separated by at least six feet.
- Break rooms, bathrooms, and other common areas are being disinfected frequently.
- Disinfectant, soap and water, hand sanitizer, and related supplies are available to all employees at the following location(s):
  - Cashier/ Check Out Area
  - Food Preparation Area
  - Bathroom
  - Warewashing Area
- Copies of this protocol has been distributed to all employees.
Measures to Prevent Crowds from Gathering (check all that apply to the facility):

- Limit the number of customers in the store at any one time to allow for customers and employees to easily maintain at least 6 feet distance from one another at all practicable times.
  - MAX number of customers: __________ people

- Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.

- Placing per person limits on goods that are selling out quickly to reduce crowds and lines.

- Optional—describe other measures.

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Measures to Keep People At Least Six Feet Apart (check all that apply to the facility):

- Placing signs outside the store reminding people to be at least six feet apart, including when in line.

- Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.

- Separate order areas from delivery areas to prevent customers from gathering.

- All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

- Optional—describe other measures.

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Measures to Prevent Unnecessary Contact (check all that apply to the facility):

- Preventing people from self-serving any items that are food-related.
  - Lids for cups and food-bar type items are provided by staff.
  - Bulk-item food bins are not available for customer self-service use.

- Not permitting customers to bring their own bags, mugs, or other reusable items from home.
Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe:

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Optional – describe other measures.
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Measures to Increase Sanitization (check all that apply to the facility):

- Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- Employee(s) assigned to disinfect cars and baskets regularly.
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.
- Disinfecting all payments portals, pens, and styluses after each use.
- Disinfecting all high-contact surfaces frequently.

Optional – describe other measures.
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**Any additional measures not included here should be listed on separate pages, which the business should attach to this document***
Three Compartment Sink Method
For Washing and Sanitizing

Soap and Warm Water

Clear Rinse Water

Sanitizer and Water Per Product
3 Ounces Bleach
Per 10 Gallons Water

Air Dry Utensils On Racks

NO TOWEL DRYING

Monterey County Health Department
California Health & Safety Code
Section 114097
ENVIRONMENTAL HEALTH BUREAU
mtyhd.org/covid-19-EHB
PREVENT THE SPREAD OF DISEASE ~ WASH YOUR HANDS
Lavarse las manos, previene enfermedades

1. MOJE LAS MANOS
2. JABÓN
3. LAVAR POR 20 SEGUNDOS
4. ENJUAGUE
5. SECAR
6. CIERRE LA LLAVE CON EL PAPEL

Adapted with permission from Washington State Dept. of Health
TO-GO ORDERS ONLY
NO DINE IN

Environmental Health Bureau
www.mtyhd.org\COVID-19-EHB
SIX FEET 
APART 

Please 

DE 6 PIES 
Por favor 

COUNTY OF MONTEREY 
HEALTH DEPARTMENT 
ENVIRONMENTAL HEALTH BUREAU 
mtyhd.org/covid-19-EHB
Online delivery is surging and eating in is the new dining out. Due to the recent corona virus outbreak, for an increasing number of Americans dining out is no longer an option. Today, many independent restaurants are switching to takeout or delivery only models due to new city and state rules. To ensure delivered food is safe for consumption, proper food handling during the food preparation, holding, pick-up and delivery of the food needs to take place. Please take note of the following:

Cold and Hot Food Handling

**Cold** foods must be held at an internal temperature of 41°F or below.

**Hot** foods must be held at an internal temperature of 135°F or above.

Keeping food warm (between 41 and 135 °F) is NOT safe.

If not consumed, refrigerate all perishable foods within two hours after purchase or delivery.

Delivery

When delivery time exceeds 30 minutes, food delivery services must maintain food temperature at or above 135 °F (hot foods), or at or below 41 °F (cold foods). Delivered food must be transported and held in containers made of smooth, washable and impervious materials that are able to withstand frequent cleaning. Containers should be leak-proof and maintain food at proper holding temperatures.

Proper Handling Procedures

Food must be protected from contamination during the pick-up and delivery process. Food should be properly sealed, packaged, and maintained to prevent the potential contamination from delivery personnel or food handlers. Only sealed/packaged food is to be picked up and delivered.

Leftover Food

Refrigerate or freeze leftovers in shallow containers. Ensure to keep all containers carrying leftover food sealed. Discard all perishable foods, such as meat, poultry or eggs left at room temperature longer than two hours. This includes leftovers taken home from a restaurant.

Food Sources

Food should only be delivered and received from food facilities permitted with the Monterey County Health Department.

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3 Ounces Bleach
Per 10 Gallons Water

Air Dry Utensils
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NO TOWEL DRYING

Monterey County Health Department
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TO-GO ORDERS ONLY
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Environmental Health Bureau
www.mtyhd.org\COVID-19-EHB
Social Distancing Protocol

Business Name/FA/PR:
________________________________________________________________________

Facility Address:
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Signage:
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Please SIX FEET APART

DE 6 PIES Por favor

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HEALTH DEPARTMENT
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