



March 30, 2020

To: Licensed food establishments in Missoula County

From: MCCHD Licensed Establishment Team

Recommendations on how to support physical (social) distancing between customers in retail food establishments to minimize the spread of Novel Coronavirus (COVID-19)

NOTE: The following information is based on the most recent information from our state and federal public health partners. As more information becomes available, or if the situation in Missoula changes, we will send updates to this announcement.

At this time, food has not been identified as a likely source of COVID-19 infection, but evidence shows it can spread through contact with those who have the disease or by touching contaminated surfaces, and then one's eyes, nose, or mouth.

- **Limit customers waiting inside for pick-up orders to no more than five people. Customers inside must** keep six feet between them. If you cannot provide six feet between customers, you must limit the number of people inside to less than five.
- **Modulate the numbers of customers allowed in the establishment**, so that six feet can be maintained. Consider having a staff member at all entrances/exits, and if customer load exceeds the capacity, have staff stop customers at the door. As one customer leaves, another can be allowed inside. Ensure six feet between each customer is maintained while waiting to enter, as well.
- **Deliver products** through curbside pick-up or delivery
- **Mark/tape-off lanes of travel in aiseways** which keep customers six feet apart.

Ways to keep employees safe:

- **Implement flexible worksites or telework options** where appropriate (e.g., bookkeepers)/
- **Implement flexible work hours** for those stocking shelves or doing prep to decrease the number of people at the facility at a time.
- **Increase physical space between employees**
- **Increase physical space between employees and customers** (e.g., drive through, sneeze-guard panels between customers and cashiers at checkouts, mark/tape-off six-foot increments on the floor at checkout lanes, ordering kiosks, etc.)

- **Implement flexible meeting options and postpone all non-essential travel**
- **Use online options for ordering and payment**

Additional protective measure noted in our last guidance document include:

- **Exclude food handlers** with fever, coughing, and sneezing. **Ensure that staff members wash their hands thoroughly with soap and warm water** for 20 seconds upon first arriving to work, after toileting, before and after eating, cleaning, between dirty and clean dishes in the dish pit, and whenever else they may be dirty. Encourage extra handwashing from those who interface with the public like cashiers, order-takers, and dishwashers.
- **Remind staff not to touch their eyes, nose, and mouth.**
- **If you choose to provide alcohol-based hand sanitizers**, ensure they are 60% alcohol. Do not make your own solution. Remember that in foodservice establishments, hand sanitizers cannot be used in place of handwashing.
- **Frequently disinfect common-touch, non-food contact surfaces like tables, door handles, menus, faucet handles, sneeze guards, and if possible, any point of sale units. Increase the disinfection of restrooms. For disinfection, use:**
 - The CDC recommends 1/3 cup of unscented chlorine bleach to one gallon of water, or
 - An EPA-registered disinfectant that is effective against SARS-like, emerging viruses, or CoV-2 viruses.
- **Change the towels in your buckets and the solution often.** Keep separate buckets for different areas of the establishment. **DO NOT MIX DIFFERENT DISINFECTANTS.**
- **Clean and sanitize food-contact surfaces** as per the *Food Code*. Use sanitizer concentrations listed in the rule: chlorine at 50-100ppm or Quat at label concentration (usually 200-400ppm). If using high heat, ensure that dish surfaces reach 160°F. Use test strips/temp labels to ensure proper sanitization, and change sanitizer buckets regularly.

If you have questions regarding COVID-19 preparation in food service, reach-out to MCCHD at envhealth@missoulacounty.us, or call 258-4755 to speak with staff.

If you have general questions about COVID-19, please visit the following site: <http://missoula.co/cvirus> or call the 258-INFO line.