



## COLORADO

### Division of Environmental Health & Sustainability

Department of Public Health & Environment

March 16, 2020

## Retail Food Establishment COVID-19 Implementation of Public Health Order

This guidance is being updated and provided in response to the “NOTICE OF PUBLIC HEALTH ORDER 20-22 CLOSING BARS, RESTAURANTS, THEATERS, AND CASINOS STATEWIDE.” It is important to note that the “Order” still allows for and encourages takeout and delivery of food. The overriding goal of this Order is to minimize the in-person interaction which is the primary means of transmission.

- Establishments may continue to offer food and beverage using delivery service, window service, walk-up service, drive-through service, or drive-up service, and must use precautions in doing so to mitigate the potential transmission of COVID-19, including social distancing.
- Establishments may allow up to five members of the public at one time on the premises for the purpose of picking up their food or beverage orders, so long as those individuals are at least six feet apart from one another.
- In addition, the order does not apply to grocery stores, markets, convenience stores, pharmacies, drug stores, food pantries, room service in hotels, health care facilities, residential care facilities, congregate care facilities, juvenile justice facilities, crisis shelters or similar institutions, airport concessionaires, and any emergency facilities necessary for the response to these events.

**If an establishment remains open during this Public Health Order to provide food for delivery or pick up the establishment will take all reasonable steps to avoid the congregation of patrons in or out of the establishment and:**

- Establishments with a drive thru shall close walk-up service for patrons arriving by vehicle, place signage on the door indicating the dining area is closed and guide patrons arriving by vehicle through the drive thru.
- Where practicable, establishments without a drive thru shall provide signage on doors and elsewhere that prevents walk-up service for patrons arriving by vehicle and have wait staff take orders from and deliver food to vehicles.
- Establishments redirect staff to the provision of a delivery service.
- For establishments that one of the options above cannot be implemented for patrons arriving by vehicle, and for pedestrians or bicyclists the establishment must put into place processes that ensures no more than 5 patrons are in the establishment at one time and that 6 foot distance are maintained between patrons. This can include:
  - Having staff outside during peak hours ushering in new patrons as others leave.
  - Limiting access to one door, have the door monitored and have indications on the floors, both inside and out indicating locations to stand that maintain the 6 foot required distancing.
  - Close down all indoor and outdoor seating except a few designated areas for the five or fewer patrons that can be in the establishment, only during pick-up or walk-up service.

## ADDITIONAL RETAIL FOOD ESTABLISHMENT ACTION ITEMS

The best practices for retail food establishments are **continuous and diligent implementation of the elements of the food code that help prevent illness**. Additional steps you can take include special attention to the following in your daily operations:

- Heightened hygienic practices including peer observation (watch and coach teammates) and supervisor oversight (attention to techniques and frequency) to ensure staff are washing hands frequently and correctly.
- Use signage to notify visitors, vendors: Place signage at the main entrances warning visitors *not* to enter if they are sick or not feeling well, have recently traveled outside of the US, or may have come into contact with someone with COVID-19. Here is an example of signage that you can adapt at your facility.  
<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/COVID-19-CoronavirusAnnouncementforVisitors.pdf> and  
<https://paltc.org/sites/default/files/Attention%20Visitors%20All%20facilities.pdf>
- Constant interaction (before each shift, during the shift and at shifts end) with staff on their health status and the health of anyone with whom they may be in close contact (family members, roommates, etc.).
- Immediately exclude any staff members indicating symptoms or that have been diagnosed with COVID-19 or have been in contact with someone diagnosed COVID-19 and contact your local public health agency and CDPHE immediately.
- During routine business hours, frequently and thoroughly clean and disinfect all frequently touched objects within the dining and customer areas (door knobs, cabinet handles, handrails, light switches, kitchen counters, dining room tables). Regular cleaning and disinfection products can be used. For an additional list of recommended disinfection products visit: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Deep clean and disinfect the entire facility during non-operational hours at least 2 times per week. Regular cleaning and disinfection products can be used. For an additional list of recommended disinfection products visit: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Staff should wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after cleaning and disinfecting is completed. Ensure that staff properly wash their hands immediately after gloves are removed.
- Continue to clean and sanitize food preparation surfaces in the kitchen and other food storage areas.
- Have staff dispense food from buffets or discontinue buffet services to prevent customer reuse of service utensils.
- Discontinue services that allow customers to fill their own beverage cups such as coffee cups or growlers.
- Guide staff to cough or sneeze into their sleeved arm or cover their nose and mouth with a tissue. Throw away the tissue after they use it and wash hands.
- Ensure staff do NOT share cups and eating utensils with others.
- Ensure that staff avoid touching their eyes, nose, or mouth.

- Station hand wipes or alcohol-based hand sanitizer in common assembly areas, such as waiting areas, game rooms, or lobbies. If available consider putting a bottle of hand sanitizer on all the dining room tables. At your main entrance, provide a cleaning station with alcohol-based hand sanitizer, tissues, and a trashcan for visitors.

## Retail Food Establishment Administrative Considerations

Retail food establishments must also consider:

1. Retail food establishments that serve highly susceptible populations such as nursing homes, long-term care facilities, assisted living facilities, and hospitals should be aware that there are heightened concerns for people residing in these settings. Please check the CDPHE website for guidance about highly susceptible populations.
2. Work closely with your local public health department as concerns arise or you are seeking additional guidance.
3. Communicate about COVID-19 with your staff and partners. Share information about what is currently known about COVID-19, the potential for surge, your organization's preparedness plans, and any potential impacts on your organization's operations and workflow. Transparency regarding organizational actions and the most reliable up-to-date information regarding COVID-19 can decrease stress and fear among your employees.
4. Monitor your staff. Workers can inadvertently spread viruses. A young healthy person with sniffles and scratchy throat may feel a little off, but without a fever, may feel okay to go to work. Exclude employees that are experiencing symptoms
5. When to close. Closing your business can be a difficult decision. It will be important to work closely with your Local Public Health Department as you begin considering closing work. You may want to close when there is one confirmed case of COVID-19 among your workforce. You should close as absenteeism reaches 5%-10% or when directed by your Local Public Health Department.
6. When to reopen: You should consult with your Local Public Health Department as you consider reopening your business.