



## Interim Guidance for Food Delivery Workers During COVID-19

UPDATED May 28, 2020

This guidance was developed by the San Francisco Department of Public Health based on recommendations from the California Department of Public Health, the US Centers for Disease Control (CDC), and the US Occupational Safety and Health Administration (OSHA) and will be posted at <http://www.sfcdcp.org>. This interim guidance may change as COVID-19 knowledge and conditions change.

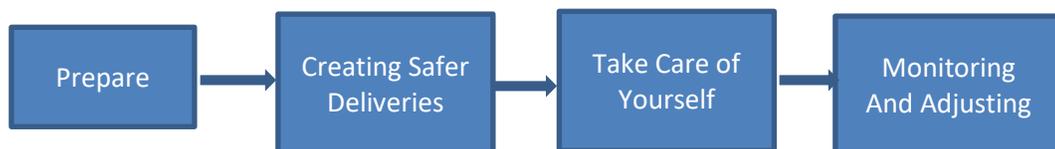
**AUDIENCE:** Workers who deliver food from restaurants and other prepared food facilities

### Summary of Changes

This Guidance has been updated from the 4/16/2020 guidance to reflect changes required by the [Health Orders and Directives](#) that have been issued since that time, including the requirements for a Health and Safety Plan and Health Screening, and other best practices.

**Background:** [Directive 2020-05 of the Health Officer of the City and County of San Francisco Regarding Required Best Practices for Restaurants and Other Facilities that Prepare and Serve Food for Delivery or Carry Out](#) (the “Directive”), was issued by the San Francisco Health Officer on May 8, 2020 and updated May 15, 2020). This document reviews the main points of the [Directive](#), outlines the steps you should take, and gives you resources and more information to help you comply with the mandatory requirements that are fully detailed in the Directive. In this document “Business” includes many types of organizations, such as nonprofit organizations, employers, community-based organizations and others. “Personnel” includes employees, contract workers, gig-workers, volunteers and others.

### Required Best Practices for Workers Delivering Food from Restaurants and other Food Facilities



## 1. Prepare

### Read the Health and Safety Plan

Businesses must make a Health and Safety plan that includes specific elements listed in the [Directive](#). The Health and Safety Plan may be hand-written or otherwise completed in any format that addresses the substance of all the listed [requirements](#) in the Best Practices and must be posted (see section 2 below).

### Educate Yourself

Food delivery workers need to know the following:

- Each day before working you should assess your health using the [Health screener](#)
- Face coverings, hand sanitizer or handwashing stations or both must be provided.
- Delivery workers do not need any special permission to use the restaurant/food facilities’ restroom to wash hands.



- Wait outside a restaurant or food preparation facility if food is not ready for pick-up upon arrival and maintain social distancing while waiting outside.

## 2. Creating Safer Deliveries

As always, the food code must be complied with, including rules requiring that all food must be obtained from an approved source and meals must be prepared at a licensed, inspected food facility. During COVID-19 special attention should be paid to the following:

- All food condiments and paper goods for the food delivery order should be packed and contained at the restaurant or other food facility.
- Conduct frequent hand washing and sanitation practices – hands should be washed at order pick up, between deliveries and after dropping off food or items to customer. A hand sanitizer can be used when hand washing facilities are not available while conducting the delivery.
- Delivery vehicle should be kept clean and free of clutter. Sanitize high-touch surfaces in delivery vehicles throughout the work shift using an approved disinfectant.
- Avoid knocking on doors and pushing elevator buttons with your hands. If possible, knock using your elbow or shoe. Push elevator buttons with your elbow.
- **All food delivery workers must wear a face covering.** Face coverings should cover the nose and mouth and may be made from a variety of materials, such as bandanas, scarves, t-shirts, sweatshirts or towels. Always wash your hands, or use hand sanitizer, before and after touching your face or face coverings. Cloth face coverings should be washed frequently with detergent and hot water and dried on a hot cycle.
- Wait until client or caregiver answers the door and takes the meal delivery.
- Do not go inside a customer or client's home, even if they invite you in or ask you to put the meals away for them.
- If applicable, utilize non-contact payment methods through available online or mobile applications.
- Wear gloves if you must handle cash. For example, cash tips.
- If business payment or delivery-confirmation is necessary, the process should be modified or eliminated. Maintain safe, appropriate physical distancing and/or avoid sharing signing equipment such as a pen or stylus. If unavoidable, sanitize equipment or devices before and after each use.

## 3. Take Care of Yourself

Daily Activities should include:

- Watch out for signs of illness. You should not go to work if you are sick. Your employer is not allowed to take any adverse action against you for staying home if you are sick.
- Learn what to do if you get a [positive COVID-19 result](#) and when you can [return to work after COVID-19](#)
- Frequent cleaning and disinfecting
- Keep supplies stocked for cleaning, disinfecting, and masking



## 4. Monitoring and Adjusting.

At least weekly, look for new information and documents:

- SFDPH [Communicable Disease Control and Prevention has up-to-date guidance](#)
- SF.GOV maintains a frequently updated page with [comprehensive resources during the COVID-19 pandemic](#)
- Notice if there are [changes to the list of symptoms that should be checked as part of daily screening](#)
- Look for new [Health Officer Orders and Directives](#)

## 5. Frequently Asked Questions

### Food Handling

- **Do food handlers need to wear gloves when handling shipping materials and packaged foods?**

No. Currently there is no evidence of food or food packaging being associated with transmission of COVID-19. Because of poor survivability of coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. The more likely exposure is by person-to-person transmission involving close contact with someone who is ill or shedding the virus.

Please follow general food safety guidance issued by San Francisco Department of Public Health Environmental Health Branch [Healthy Retail Food Safety Program](#).

- **If a food delivery worker tests positive for COVID-19, does any follow up need to be done for the clients who received meals from that person that day?**

There is no known transmission from food or food packaging. Thus, if *Food Safety Guidance* is followed, SFDPH does not currently consider clients to be close contacts or require food to be recalled.

- **If an employee of a restaurant or food facility tests positive for COVID-19, aside from cleaning and disinfecting, does the restaurant or food facility need to close?**

If a staff member tests positive for COVID-19 and exhibits symptoms, then only those who were in close contact with the staff member will need to stay at home for 14 days since the last day the staff member was at work. Other staff members who were not in close contact can continue working while self-monitoring for symptoms. Therefore, it is not necessary for the agency to close unless absenteeism from close contacts who must quarantine prohibits maintenance of operations.

#### **Please review guidance for:**

- When an [employee/staff member](#) tests positive for COVID-19)
- [Cleaning and disinfecting](#) home and work spaces
- When an employee/staff member [can return to work](#) after confirmed or suspected COVID-19 test result.

### Clients who have suspected or confirmed COVID-19 positive result

- Clients who have suspected or confirmed COVID-19 can and should continue to receive essential services such as food. Organizations that provide essential services should adhere to best practices to



ensure safety of workers and clients. Food organizations should reference full guidance [here](#).

- If a confirmed or suspected COVID-19 patient requires only food support to safely isolate and quarantine, social service and health care providers can contact the EOC Feeding Unit at [jqfeedingunit@sfgov.org](mailto:jqfeedingunit@sfgov.org).

## Resources

- [California Department of Public Health Guidance for Home Food Delivery and Food Banks](#)
- [FDA Food Safety and COVID-19 Information](#)
- [San Francisco Office of Labor Standards and Enforcement](#)
- [Employer guidance from the State Department of Labor](#)
- [Cal/OSH information on protecting workers from COVID-19](#)
- Equal Employment Opportunity: [Equal Employment Opportunity](#).
- [Paid sick leave in San Francisco](#)
- [Avoiding discrimination and retaliation during COVID-19](#).

Useful COVID-19 resources to keep checking:

- [San Francisco Department of Public Health \(SFPDH\) COVID-19 Guidance](#)
- [State of California Resilience Roadmap](#)
- [CDC Return to Work Guidance](#)