

Food Safety for Delivery and Pick-up Services

Keep hot food hot and cold food cold

Keep hot and cold food separated when prepared for delivery or pick-up so that it stays out of the temperature danger zone. The temperature danger zone is between 41°F and 135°F.

- Maintain cold food at 41°F or below.
- Maintain hot food at 135°F or above.
- Always use a thermometer to check food temperatures.

Use mechanical refrigeration, hot holding equipment, or insulated containers when holding food in staging areas for delivery or pick-up.

- Equipment and multi-use containers must meet Minnesota food code [Equipment Requirements \(https://www.health.state.mn.us/communities/environment/food/docs/fs/equipreqfs.pdf\)](https://www.health.state.mn.us/communities/environment/food/docs/fs/equipreqfs.pdf) (PDF).
- Single-service and single-use articles must be safe and clean. This includes items such as carry-out utensils, bags, containers, or wrappers. Other ordinances may apply.
- Tightly close or seal all food items prepared for pick-up or delivery to keep it safe from tampering.
- Plan order preparation and delivery to minimize the length of time food is out of temperature control.

Contact your inspector if you have questions.

Food delivery best practices

- Protect food orders during storage, packaging, and transportation to prevent cross-contamination and contamination by dust, insects or other sources. Keep equipment and vehicles clean.
- Place raw animal food, unpackaged produce, and ready-to-eat food items into separate delivery packages to prevent cross-contamination.

Food pick-up best practices

- Minimize the time hot and cold food items are placed in non-mechanical holding containers.
- Wrap or cover food items completely to protect the food from contamination while holding for pick-up.
- Place raw animal food, unpackaged produce, and ready-to-eat food items into separate delivery containers to protect the food from cross-contamination.

Social distancing

- Whenever possible, strongly encourage online ordering and delivery or pickup instead of in-store shopping.
- Keep a distance of at least 6 feet between individuals within stores and at checkouts.
- Please see [Strategies to Slow the Spread of COVID-19 in Minnesota](https://www.health.state.mn.us/diseases/coronavirus/action.html) (<https://www.health.state.mn.us/diseases/coronavirus/action.html>) for updated actions you can take to protect yourself and your community.

Screening employees

It is recommended that you screen all employees prior to allowing them to enter your business. The following questions can be used to screen for COVID-19. If an employee says **YES** to either of these questions, **they should not report to work**.

1. Have you had close contact with someone who was diagnosed or suspected to have COVID 19 within the last 14 days?

Close contact means:

- A person has been within 6 feet of a COVID-19 case or suspected COVID-19 case for a period of time. Close contact can occur while caring for, living with, or visiting with a COVID-19 case **OR**
- A person has had direct contact with body fluids of a COVID-19 case or suspected case from being coughed on, been intimate with, etc.

2. Have you had a fever (100.4 degrees F or higher), shortness of breath, muscle aches, sore throat, or a new or increased cough in the last 7 days?

Sick employees

- All of MDH's normal employee illness requirements for reporting and exclusions apply. See [Illness Reporting for Food Establishments \(PDF\)](https://www.health.state.mn.us/people/foodsafety/dwi/empilfs.pdf) (<https://www.health.state.mn.us/people/foodsafety/dwi/empilfs.pdf>).
- Sore throat and fever must be reported to the Person in Charge. Respiratory illnesses should be recorded on the [Employee Illness Log](https://www.health.state.mn.us/people/foodsafety/dwi/empilog.pdf) (<https://www.health.state.mn.us/people/foodsafety/dwi/empilog.pdf>).
- Employees with a confirmed COVID-19 test **or** employees with symptoms including fever, cough, or shortness of breath must **STAY HOME and DO NOT report to work** until:
 - Symptoms including fever, cough, or shortness of breath have improved **AND**
 - At least seven days have passed since symptoms first appeared **AND**

- Fever (100.4°F or higher) has been gone for at least 3 days without the use of fever-reducing medicine.

Once all of the statements are true, the employee may return to work.

The employee's healthy household and intimate contacts need to incorporate precautions in the home, and monitor for symptoms. Also, limit activities in public for 14 days after your last contact with ill person.

Personal health and hygiene

- Monitor for symptoms and stay home if you get sick, except to get medical care. Call ahead before visiting your doctor.
- Ensure that handwashing facilities are readily available for employees and customers. Every sink needs warm running water, soap, and disposable towels.
- Wash your hands frequently and thoroughly with soap and warm water for at least 20 seconds.
- Hand antiseptics (sanitizers) are not a replacement for proper handwashing. If you provide hand antiseptics in customer areas, it should be an alcohol-based hand product with at least 60% alcohol active ingredient.
- Cover your cough and sneeze. Cough or sneeze into the crook of your arm.
- Avoid touching your face with unwashed hands.

Cleaning and sanitizing products

- In addition to all of the regular requirements, we are advising that establishments routinely clean high-touch surfaces.
- Examples of high-touch surfaces include tables, doorknobs, light switches, faucets, point-of-sale systems, keyboards, telephones, etc.
- We recommend that they use products with EPA-approved emerging viral pathogen claims:
 - [EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19 \(https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf\)](https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf)
 - [American Chemistry Council Center for Biocide Chemistries - Novel Coronavirus \(COVID-19\) Fighting Products \(https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf\)](https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf)
- Follow the manufacturer's instructions for all cleaning and disinfection products (for example, concentration, application method, contact time, and the use of personal protective equipment, and don't mix them together!)
- Not all products are appropriate for food contact surface sanitizing.

Payments and transactions

- Exchange food orders in person while maintaining at least 6 feet between individuals.
- Keep orders in a secure location within your establishment while waiting for customer pick-up.
- Conduct payment transactions electronically, preferably online, when possible.

Retail establishments who sell food to be consumed off-site

Retail establishments which sell food to be consumed off-site are not included in this suspension so long as there is no on-site food consumption. Nevertheless, we want to encourage the direct order and pickup of product to help prevent the spread of Coronavirus and COVID-19.

- Farmers' markets
- Grocery stores
- Pharmacies
- Hardware stores
- Retail outlets

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