What to do

*Note: The guidelines in this section are for multiple individual meals bagged or boxed together for delivery to, or pickup by, hospitals, health centers, and similar facilities—a limited number throughout a meal service. Pickup areas with many individual customers and transport services will require different setups.*

1. All staff should wash hands thoroughly with soap and water for at least 20 seconds on arrival at the work station, frequently throughout the shift, and anytime they have touched a surface or object that may be contaminated.

2. Multiple individual meals should be packed together in one or more large boxes or bags for delivery or pickup, in order to minimize further handling of individual meals:
   - If meals are not labeled for specific individuals, meals of the same type should be packed together.
   - Boxes or bags containing multiple individual meals should contain a list of their contents on the outside of the container to minimize the delivery driver’s need to sort through bags to find the right one.
     - A list of contents should also be placed inside the container, on top of the individual meals, in case the list on the outside is lost.
   - If using bags, use bags that have flat bottoms and sit upright, rather than plastic bags.
   - Use bags or boxes that can be thrown out after use so they will not need to be cleaned or disinfected.
   - Cardboard is preferred over metal and plastic, as the virus lives longer on non-porous surfaces. (Research suggests that coronavirus survives for more than 48 hours on plastic but just under 24 hours on cardboard.)
   - Avoid containers that need to be returned to the restaurant or kitchen.
     - Reusable boxes, plastic containers, packaging, or sheet trays used to transport food or equipment must be cleaned and sanitized when returned to the restaurant or kitchen.