Food delivery procedures

*Note: The guidelines in this section are for multiple individual meals bagged or boxed together being delivered to hospitals, health centers, and similar facilities. They are not for delivery of take-out orders to individual customers.

1. Vehicle
   - Delivery vehicles should be cleaned and disinfected before and after each delivery
   - Additional details about vehicle cleaning can be found [here](#)

2. Day prior to delivery:
   - The receiving facility should provide the restaurant/kitchen with complete delivery information, including the following:
     - Complete name of the receiving facility (and name as it appears on signage at the delivery location, if different from the official name)
     - Complete address of the receiving facility
     - Expected time of delivery
     - Clear directions for exactly where at the receiving facility the meals should be delivered
     - Complete instructions for gaining access to the delivery area
     - Names and direct contact numbers (preferably cell phone numbers) of the receiving facility’s contact person and a back-up contact person
     - This information should be given to the delivery personnel in writing prior to departure
In the workplace: Delivery

Food delivery procedures

Day of delivery:

• Load the bags or boxes containing the meals into the cleaned and disinfected delivery vehicle
  • Workers loading the containers should wash hands thoroughly with soap and water for 20 seconds beforehand, and should clean them with alcohol-based hand sanitizer anytime they have touched a surface or object that may be contaminated
  • To limit risk, deliveries should be done by one person, if possible
  • Delivery personnel should be screened upon arrival at work on the day of delivery for fever, symptoms of Covid-19, and possible exposure to Covid-19, in the same manner as all other workers
  • Delivery personnel should not make deliveries if they are sick; if ill, they should return home, self-isolate, and seek medical advice

• Driver and assistants should do the following:
  • Wear face coverings at all times during the delivery process
  • Wash hands thoroughly with soap and water for at least 20 seconds before and after each delivery
  • Clean hands with alcohol-based hand sanitizer frequently during the delivery and anytime they have touched a surface or object that may be contaminated
  • Maintain at least six (6) feet of distance between themselves and all personnel at the receiving facility at all times
  • Contact the receiving facility’s designated contact person(s) at least 30 minutes before anticipated arrival at the delivery location
  • Meet the receiving facility’s contact person(s) outside and not enter the facility themselves
  • Unload the boxes or bags containing the meals from the delivery vehicle themselves; personnel of the receiving facility should not enter the delivery vehicle
  • Use ‘no-contact’ transfers when unloading meal containers from the delivery vehicle
    • Unload containers onto a clean counter, table, cart, or other surface (provided by the receiving facility), from which the receiving facility personnel can pick them up, rather than passing them directly back and forth
  • Meal containers should then be moved into the receiving facility by personnel of the facility
  • If meals were packed in reusable containers to be returned to the restaurant/kitchen (not recommended), receiving facility personnel should return them to the counter, table, or cart where they were originally unloaded; delivery personnel should then disinfect them and reload them into the delivery vehicle