



In the workplace: Delivery

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



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3 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