

COVID-19 — Restaurant and Food Service

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®

The N3L3 philosophy:

our approach to protecting workers from fatal and life-changing events.

Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on www.easternalliance.com, or contact your Risk Management Consultant for assistance

1.855.533.3444

Eastern Alliance continues to actively monitor COVID-19 and implementing practices to promote the health and safety for our customers, employees and the local communities. As we all venture through these unprecedented times, we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments.

Every industry faces their own unique challenges during this coronavirus pandemic. While some industries, such as healthcare, grocery store, and essential retail have greater risk exposure, it is important to recognize that due to the rapid spread of COVID-19, no job is without exposure. The CDC and other health organizations have released numerous guidelines to protect people and prevent the spread of the virus. Employers must carefully consider how they can integrate these protections into their operations and workplaces for the safety of their employees.

Daily Precautions to Reduce COVID-19 Exposures

- Management should actively monitor the evolving situation and heed the warnings and restrictions imposed by local, state, and federal regulations. Additionally, the company must continuously monitor the effectiveness of any measures established and modify these when necessary.
- Communication during this time is especially important. You should provide clear instructions and updates daily to employees.
- Share knowledge with employees on coronavirus- which includes but is not limited to: how the virus is spread, symptoms, and ways to protect themselves such as, limiting face touching, covering coughs and sneezes with a tissue or sleeve, practicing social distancing, and intensive handwashing.
- Screen employees daily before starting work. Employees performing the screening process should wear an appropriate protective facemask, disposable gloves, and utilize hand sanitizer before and after each screening.
 - Screenings should include use of temporal thermometers and an evaluation to determine if symptoms are present.
Symptoms include:
 - Fever over 100.4°F
 - New onset of dry cough
 - Shortness of breath
 - Breathing difficulties
 - In addition to evaluating physical symptoms, screeners should advise employees that if they have been exposed to anyone who has tested positive, or shows signs and symptoms for COVID-19, they should not report to work.
- Ensure you are using disinfectants pre-approved by the EPA for coronaviruses. It is very important you provide training for employees on how to properly, safely, and effectively use these chemicals.
 - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Inform employees that if they begin to feel unwell during the shift or symptoms arise immediately notify their supervisor and may be requested to leave. The employee should not return to work until cleared by a doctor.
- Increase the frequency in which bathrooms are cleaned. Verify that soap and sanitizer are available. Hands-free units would be desirable in the restrooms. Be sure to sanitize door handles inside and outside of the door.
- Working surfaces and equipment should be disinfected frequently.



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- Continually sanitize the breakroom door, as it is used frequently.
- Place hand sanitation stations by the back door and breakroom doors.
- Use no-touch trash cans, don't pack them full, tie the bags tight and dispose of before they are full.
- Caution should be exercised when using an employee in an unusual task or in a job that is outside the normal scope of their position. Training should be provided to ensure workers understand the hazards presented by these exposures and in a manner in which they can demonstrate competence prior to working independently.

Receiving Food and Supplies

- All vendor-delivery employees should be evaluated with the same questions that employees are asked prior to unloading and leaving any deliveries.
- Limit employee interaction with the delivery person.
 - Have the delivery driver leave supplies in a central area and then the food service worker should enter the area after the delivery driver has left the items.
 - Exterior doors that need to be unlocked and areas prepped for items to be staged should be prepared prior to the delivery driver entering.
 - All food service workers should wear gloves when handling items that have been delivered and wear masks when working with others/ interacting with delivery drivers.
- Strain/ sprain prevention controls should be reviewed and adjustments made to address the increased potential for injury due to delivery drivers leaving items in unusual places and when food service workers have to move and stock items. Items may be dropped in areas that are further away than normal leading to the need for the food service operation to obtain lift and movements aids to move product. Lift aids and movement of smaller bundles should be encouraged to reduce the need for team lift/ movement.

Preparing Food

- Gloves and masks should be worn while preparing food and while working around others. There is currently no indication that COVID-19 can be transmitted by food but it can live on surfaces. Hand washing should be performed before putting on gloves and immediately after taking them off. Hand washing should be for a minimum of twenty seconds with soap and water.
- As a best practice, workers should be separated by at least six feet, even in kitchens. When this is impossible, workers must wear masks and gloves in order to reduce the potential for transmission. These masks are used to slow the spread. If they are used review how to clean and when to change the face masks.
 - There are a variety of ways to make face masks with household materials including sew and no-sew methods. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - Note that cloth face coverings are not a substitute for necessary PPE required by workplace exposures
- Employees should not be sharing knives, other utensils, pots, pans, cut gloves, aprons, oven mitts, etc.
- Surfaces and equipment should be disinfected frequently and after each use.



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Delivery and Customer Interaction

- Workers should wear gloves and masks when interacting with customers at pick-up windows, curbside, and when delivering food to customer homes.
- Use outside benches or tables to place customer's food for pick-up and require pre-payment to avoid any interaction that would reduce the six-foot threshold.
- If curbside pick-up is done, refer to Eastern COVID-19 Curbside Pick-up document.
 - <https://www.easternalliance.com/globalassets/resources/resource-library/safety-resources/covid-19-updates-curbside-pick-up-march-2020.pdf>
- Educate workers about the hazards created by vehicle traffic during customer drive-ups. Review worker placement and determine how often they should go outside. Keep workers out of the parking lot/ drive-in area, as much as possible.
- Delivery to customer homes should be outsourced to licensed vendors or performed by company delivery drivers who are on a pre-approved driver list and a formal motor vehicle accident prevention/driver safety program should be in place.
- If delivery is done, refer to Eastern COVID-19 Temporary Delivery Services document.
 - <https://www.easternalliance.com/globalassets/resources/resource-library/safety-resources/covid-19-update-temporary-delivery-service-risk-assessment-march-2020.pdf>
- Food delivery should be pre-paid and the company should outline that no payment/tips are being taken by the delivery driver. Food should be placed outside where possible and an alert text sent to the customer to reduce interaction.
- Training should be given to company drivers who are not accustomed to performing delivery in order to review other exposures at customer homes/yards, including animal awareness, slips/falls prevention, violence prevention, and pre-planning of routes to reduce the need to look at GPS while driving.
- Consider waiving the signature requirement when customers pick-up their purchases. Have the customer provide the order confirmation number verbally following social distancing guidelines.