



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.

Sick employees

- All of the normal employee illness requirements for reporting and exclusions apply. See [Illness Reporting for Food Establishments \(PDF\) \(https://www.health.state.mn.us/people/foodsafety/dwi/empillfs.pdf\)](https://www.health.state.mn.us/people/foodsafety/dwi/empillfs.pdf).
- Employees who have symptoms of acute respiratory illness should stay home and not come to work until they are free of fever (100.4°F or greater using an oral thermometer), signs of a fever, cough, and any other symptoms for at least 7 days, and 3 days without the use of fever-reducing or other symptom-altering medicines such as cough suppressants.
- FDA has provided additional guidance about employees with fevers and respiratory illness on their website [Coronavirus Disease 2019 \(COVID-19\) Frequently Asked Questions \(https://www.fda.gov/emergency-preparedness-and-response/mcm-issues/coronavirus-disease-2019-covid-19-frequently-asked-questions#food\)](https://www.fda.gov/emergency-preparedness-and-response/mcm-issues/coronavirus-disease-2019-covid-19-frequently-asked-questions#food).

Personal health and hygiene

- Stay at home if you have a fever, runny nose, cough, sneezing or other respiratory symptoms, or if you believe you are sick.
- 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](#)
- [American Chemistry Council Center for Biocide Chemistries - Novel Coronavirus \(COVID-19\) Fighting Products](#)
- 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