

COVID-19: GUIDANCE FOR MOBILE FOOD PREMISES

On April 8, 2021, the province enacted a provincial emergency and Stay-At-Home Order, under [O. Reg. 265/21](#). This regulation was enhanced on April 17, 2021.

All persons responsible for an open business shall operate the business in compliance with any advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health, or another public health official.

The following guidance document is based on the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020*, [O. Reg. 82/20](#) and the *Emergency Management and Civil Protection Act*, [R.S.O. 1990, c. E.9](#) and the Food Premises O. Reg. 493/17.

All mobile food premises operators are required to:

- Post a [COVID-19 safety plan](#)
- Be compliant with the [Food Premises Regulation 493/17](#)
- Submit an organizer/vendor [application form](#) when participating in an event
- Be compliant with local by-laws and any other municipal requirements

Mobile food premises including food trucks are permitted to operate under Ontario Regulation 82/20 for providing take-out, drive-through or delivery service. Sit down dining and table set ups are currently not permitted.

O. Reg. 493/17 Requirements for Mobile Food Premises

- Food shall be prepared within the premise and served to the public by persons working within the premise
- Only single-service articles shall be used to serve the food
- Separate holding tanks shall be provided for potable water and wastewater which is equipped with an easily readable gauge for determining the waste or water level in the tank

The requirements for holding tanks do not apply to mobile food premises that sell only pre-packaged or non-hazardous food.

Infection Prevention and Control Measures

To prevent the spread of COVID-19, the following infection prevention and control measures **must** be implemented:

- Prepare a written [COVID-19 safety plan and post for staff to review](#)
- Practice [physical distancing](#):

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- Keep all staff and customers 2-metres apart, including managing all customer line-ups
 - Designate a separate entrance and exit, where possible
- Ensure masks or face coverings are worn in all indoor public places at all times and outdoors when physical distancing cannot be maintained. Additional information for businesses, including exemptions can be found at york.ca/mandatorymasks
- Encourage staff and customers to practice good hand hygiene and respiratory practices by ensuring soap and water and/or alcohol-based hand sanitizer is readily available for use
- Frequently clean and disinfect high-touch surfaces, such as payment terminals and washrooms
- Post signs to communicate infection prevention recommendations to all staff and customers at all entrances
- Contactless payment methods are recommended where possible
- Inform staff of a sick policy, outlining that they are required to:
 - Conduct an [active screening](#) test
 - [Monitor for symptoms of COVID-19 and seek assessment and testing, if necessary](#)
 - Stay home if sick
 - Report any COVID-19 symptoms developed during work to the manager
- Train staff on cleaning and sanitizing for food contact surfaces and cleaning and disinfecting of non-food contact surfaces and highly touched surfaces. Implement logs for both actions
- Train staff on how best to serve food, maintain safe physical distancing and avoid unnecessary handling (e.g., serve to front of table and let customers distribute, avoid handling coffee cups when refilling, let customer fill/pack leftovers in containers)
- Ensure staff have been properly trained on gloves and mask etiquette. Gloves are not essential, but, if used, must be changed frequently and hands washed between uses
- Wash hands with soap and water for 15 seconds before putting on and after taking off gloves
- When gloves are removed, new gloves must be used each time
- Encourage frequent handwashing, with soap and water, using the correct technique, and to avoid touching face

Implementing Prevention and Control Measures when Interacting with Customers

- Have staff monitor and control crowding, ensuring everyone is staying 2-metres apart and that customers are not congregating/loitering near the mobile food premises
- Demarcate ground (e.g., with tape) and/or provide directional signage to indicate physical distance where lines are formed
- Install plexiglass barriers at take-out counters where staff may have close contact with customers
- Once orders are placed, encourage customers to wait at a distance until their food is ready
 - Consider implementing an order numbering system to identify orders for pick-up
 - Leave orders on the counter or set-up a side table for the customer to pick-up without contact
- Remove any communal, self-serve stations, such as condiment tables
 - Use individual packets for condiments (e.g., ketchup, mustard, mayonnaise), where possible
 - Alternatively, employees can apply condiments as per the customer's order
- Provide individually wrapped/pre-packaged disposable utensils such as forks, knives, spoons
- Where possible, integrate the use of technology to minimize staff and customer contact: mobile ordering, menu tablets, text on arrival for pick-up or contactless payment options
- Consider single-use menus, menu boards or sandwich boards

- Post signage promoting [physical distancing](#), [passive screening](#) and any policies that impact customers while waiting in line and for their order

Cleaning, Sanitizing and Disinfecting Measures

- Use approved sanitizers as per the [Food Premises Regulation 493/17](#)
- Use approved disinfectants as per the [Government of Canada](#). **Note:** All disinfectants approved for use in Canada have a drug identification number (DIN). The products listed on the Government of Canada website are supported by evidence to likely be effective and may be used against COVID-19
- Clean and sanitize **all** food contact surfaces
- Increase the frequency of cleaning and disinfecting of high-touch surfaces
- Clean and disinfect washroom facilities as frequently as necessary to maintain a sanitary condition
- Have alcohol-based hand sanitizer stations for customer use
- Provide staff with alcohol-based hand sanitizer when they are unable to wash their hands frequently with soap and water
- Ensure self-service units (e.g., mobile tablets, self-checkout touch screens, smart kiosks, pin pads) are cleaned and disinfected frequently
- Provide additional garbage bins for customers to dispose of their gloves and masks

Communication and Signage Requirements

- Communicate changes in operation and policies to all staff
- Post signage for customers outlining:
 - Stay home as much as possible, [practice physical distancing](#), wash your hands frequently and avoid touching their face with unwashed hands
 - Sanitize your hands before entering the premises
- If you have any COVID-19 symptoms, you cannot enter the premises. You will be refused to entry.
- Post [signage](#) at all entrances, exits and throughout the premises on proper disposal of gloves and masks

Additional Resources

- [COVID Alert App](#)
- [COVID-19: Help for businesses in Ontario](#)
- Ontario's Stop the Spread Business Information Line 1-888-444-3659
- [Province of Ontario Restaurant and food services health and safety during COVID-19](#)
- [Resources to prevent COVID-19 in the workplace](#)
- [York Region: Resources, Fact Sheets and Videos](#)

More information

For more information about COVID-19 health and safety protocols and measures, visit york.ca/COVID19, email Health.Inspectors@york.ca, or call 1-800-361-5653 or TTY 1-866-512-6228