

COVID-19: GUIDANCE FOR MOBILE FOOD PREMISES

As of June 19, 2020, restaurants are permitted to offer outdoor dining, take-out, drive-through and delivery service. Take the time to review the latest provincial updates on amendments to requirements and restrictions under the *Emergency Management and Civil Protection Act*.

Along with these guidelines, continue to

- Ensure your business is in compliance with the [Food Premises Regulation 493/17](#)
- Ensure organizer and vendor [application forms](#) are submitted prior to opening
- Ensure local bylaws are adhered to

To mitigate the spread of COVID-19 at your mobile food premises, the following infection prevention and control measures should be implemented:

- Practice [physical distancing](#): Keep staff and customers 2-metres apart
- Wear masks: If you cannot keep staff and customers 2-metres apart, encourage the wearing of two-layer, non-medical masks or face coverings
- Encourage staff and customers to practice good [hand hygiene](#) and [respiratory etiquette](#)
 - Make soap and water and/or alcohol-based hand sanitizer available for all to use
 - Provide paper towels and lined garbage bins for proper disposal
- Frequently clean and disinfect high-touch surfaces such as door knobs and handles, counter tops, payment terminals
- Owner/operator should conduct active screening of staff when they arrive by asking [screening questions](#)
- Strongly encourage all staff and customers to stay home if sick
- Staff/customers who become ill while at the mobile food premises should be sent home immediately and asked to seek assessment at a [COVID-19 Assessment Centre](#)
- Use available [signage](#) to communicate infection prevention recommendations to staff and customers

Physical distancing

- 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 Plexiglas 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
- Seating is only permitted where necessary permits and local municipal bylaws are adhered to
- Discourage forms of entertainment as this may encourage gatherings. This may also have patrons lean towards each other and raise their voices or shout, thus increasing the risk of transmitting the virus
- 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 (i.e. forks, knives, spoons)
- Where possible, the use of technology may minimize staff and customer contact: mobile ordering, menu tablets, text on arrival for pick-up or contactless payment option
- Consider single-use menus, menu boards or sandwich boards

For vendors

- Vendors should maintain a list of names and contact information of their staff scheduled to work
- If physical distance cannot be maintained, and if and where necessary, install barriers to protect staff and customers and/or wear personal protective equipment (PPE) such as masks and/or face shields
- Have staff wear PPE if mobile food premises cannot be rearranged and/or processes in the space cannot be altered to reduce interaction and crossover between cooking and clearing areas
- Demarcate floor inside the mobile food unit so staff can maintain physical distance
- Stagger staff shifts and breaks to minimize capacity in any shared space
- Limit time staff spend with customers, within 2-metres of them
- Mark direction of travel to designate flow of foot traffic around the mobile food unit
- Assign staff to specific tasks/work stations to minimize contact between them
- Do not provide food samples

For customers

- Post signage promoting [physical distancing](#), [passive screening](#) and any policies that impact customers while waiting in line and for their order
- The use of two-layer, non-medical masks or face coverings is strongly encouraged in public spaces where physical distancing is difficult to maintain. Operators may require their customers to wear them while ordering.

Cleaning, Sanitizing and Disinfecting

- Clean and sanitize all food contact surfaces
- Increase the frequency of cleaning and disinfecting of high-touch surfaces such as door handles, hand rails, turnstiles, desks, keyboards, phones, trays, menus, tables, chairs, sneeze guards, common room amenities, appliances, cash registers, etc.
- 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
- Have alcohol-based hand sanitizer accessible for customers
- All vendors should have hand wash stations, equipped with soap, paper towels and hot and cold water
 - Hand washing sinks should be accessible at all times
 - Staff should be provided with alcohol-based hand sanitizer when unable to wash hands frequently with soap and water
- Clean and disinfect self-service units (e.g., mobile tablets, self-checkout touch screens, smart kiosks, pin pads) between uses
- Provide additional garbage bins for customers to easily dispose of gloves and masks

Protocols and Training

- Communicate any new COVID-19 protocols to customers where applicable, e.g., pre-ordering is preferred, credit/debit preferred, orders not taken for those exhibiting symptoms, etc.
- Ensure staff are trained on new protocols e.g., absence policies, cleaning and disinfecting, physical distance between customers and staff, when and how to properly wear PPE, how to take off PPE, updated shifts and lunch schedules, how to serve meals to customers etc.
- 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 20 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

Communication and signage

- Conduct [active screening](#)
- Staff must report any [symptoms](#) developed while working to their supervisor
- Post [signage](#) for customers: [practice physical distancing](#), [wash hands](#) frequently and avoid touching your face with unwashed hands
- Post [signage](#) to encourage [hand sanitizing](#)
- Customers who exhibit symptoms of COVID-19 should be refused entry. Display posters telling customers [if they have symptoms they cannot enter](#)
- Post [signage](#) on disposal of gloves and masks

Additional Resources

- [A Framework for Reopening our Province Stage 2](#)
- [COVID-19 & Re-Opening York Region: Public Health Resources and Guidance for Businesses](#)
- [Province of Ontario Restaurant and Food Services Health and Safety during COVID-19](#)
- [Province of Ontario Guidance on Health and Safety for Restaurant Servers, Cooks and Dishwashers during COVID-19](#)
- [Restaurants Canada COVID-19 Rapid Recovery Guide Reopening Resource for Foodservice Operators](#)
- [York Region: Resources, Fact Sheets and Videos](#)

More information

Visit york.ca/COVID19, email HealthInspectors@york.ca, or call 1-800-361-5653 or TTY 1-866-512-6228.

Adapted with permission of Toronto Public Health. Current as of June 26, 2020.