



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

## Food Service Facilities: COVID-19 Guidelines Reopening/Reset

The following guidelines of good retail practices apply to dining facilities reopening fully or partially in response to the COVID-19 pandemic. Food service operators must follow all local requirements and guidance from higher authority. Working with your local Preventive Medicine personnel is essential to ensure safe operation.

The provided guidance serves as a blueprint for ensuring a safe dining experience for food service workers and their customers. Good general retail practices in response to COVID-19 mitigation in food service facilities are:

- Heightened employee personal hygiene.
- Close monitoring of employee health.
- Avoid cross-contamination.
- Ensuring proper cooking temperatures.
- Enhanced sanitation.
- Constant monitoring by a properly trained/certified food safety manager.

### References

COVID-19 military resources are available through the following military public health websites:

- Navy and Marine Corps Public Health Center <https://www.med.navy.mil/sites/nmcphc/program-and-policy-support/Pages/Novel-Coronavirus.aspx>
- Army Public Health Center <https://phc.amedd.army.mil/topics/campaigns/covid19/Pages/default.aspx>
- Army Veterinary Services in milSuite <https://www.milsuite.mil/book/community/spaces/armyveterinaryservices/one-health/emergent-health-events>.
- Tri-Service Food Code [Navy] Tri-Service Food Code, TB MED 530/NAVMED P-5010-1/AFMAN 48-147\_IP, 01 March 2019, [Army] [https://armypubs.army.mil/epubs/DR\\_pubs/DR\\_a/pdf/web/ARN15052\\_TB\\_MED\\_530\\_FINAL.pdf](https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/ARN15052_TB_MED_530_FINAL.pdf).
- FDA, Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19>.
- CDC [Coronavirus Disease 2019 \(COVID-19\)](#)
- CDC Cleaning and Disinfection for Community Facilities <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>.
- USDA <https://www.usda.gov/coronavirus>
- National Restaurant Association [National Restaurant Association](#)
- [OSHA Guidance on Preparing Workplaces for COVID-19](#)



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

### PREOPENING ACTIVITIES

**Employers:** In preparation for reopening, operators should review all food service safety requirements outlined in the **Tri-Service Food Code (TSFC)** in addition to the following actions.

- Review and ensure local policies and COVID-19 related policies from higher authority are reviewed and properly executed.
- Ensure designated foodservice supervisors (person-in-charge) are trained on specific health, hygiene, sanitation, and social distancing practices for COVID-19 and possess an unexpired Food Safety Manager (FSM) certification. A certified FSM **must remain on the premises during all operating hours.**
- Contact your supporting Preventive Medicine authority for guidance on how to operate safely under the HPCON level for your installation. Enhanced cleaning, sanitizing, and disinfecting guidance is provided at: <https://www.med.navy.mil/sites/nmcphc/program-and-policy-support/Pages/archived-resources.aspx> when operating at HPCON Level Charlie.
- Prescreen employees for COVID-19 illness or recent exposure to a presumed or confirmed COVID-19 positive individual within the past 14 days. Exclude these workers until they have quarantined for at least 14 days and/or have been medically cleared.
  - Implement the **Conditional Employee or Food Employee Reporting Agreement** (Reporting requirements for food employees are outlined in Chapter 2, TSFC), DD Form 2971, NOV 2013.
  - Symptoms related to COVID-19 include cough, shortness of breath or difficulty breathing, two or more of the following: fever (100.4°F/38°C), chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell.
- Ensure appropriate personal protective equipment and supplies for cleaning, sanitizing, disinfecting, and hand hygiene are readily available for employees and customers as recommended in this document.
- Provide a list of reportable symptoms, illnesses, and conditions of potential exposure to communicable diseases as outlined in the **TSFC, provision 2-201.11**, and as indicated above (under “Employers”), for COVID-19 in an area where it is readily available for all food employees to see.
- Where possible, reconfigure workstations so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.
- Train employees on new or modified procedures that have been established for operating under the designated COVID-19 HPCON Level. Training should include—
  - Reportable symptoms, illnesses, and exposures.
  - The importance of frequent and proper hand washing (20 seconds).
  - Proper use of hand sanitizers containing at least 60% alcohol. Hand sanitizers may not be substituted for proper hand washing when preparing food.
  - Avoidance of touching hands to face as an added measure to prevent the spread of coronavirus after touching potentially contaminated surfaces.
  - Enhanced cleaning, sanitizing, and disinfection procedures and appropriate application of sanitizers and disinfectants.
  - Proper use of personal protective equipment such as face coverings and disposable gloves.



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

- Social distancing procedures to be implemented at the facility.

### FACILITIES THAT WERE CLOSED

Food establishments that were closed for an extended period (typically 30 days or longer) **must receive** a reopening inspection from the supporting Preventive Medicine authority before they are allowed to operate. Reopening inspections should be coordinated and conducted at least two weeks prior to the scheduled opening date to allow sufficient time to correct any unacceptable conditions related to food safety, facility sanitation, employee training, and other requirements associated with COVID-19. In addition to the “employer” activities outlined above, facility managers should—

- Examine all stored food and discard items that have expired, reached their shelf-code date, or have become unwholesome due to contamination, spoilage, or breakdown of refrigerated temperature control. Initiate work orders for all mechanical refrigeration failures.
- Examine the facility for signs of pest infestation and pest access to the facility. Initiate actions to eliminate and control existing pests and to prevent further pest access.
- Conduct a thorough cleaning, sanitizing, and disinfection of the facility, as specified below, prior to the reopening inspection.
- Implement appropriate modifications, as recommended below, if the facility offers seated dining.

### FACILITIES WITH DINE-IN SERVICES

Facilities that remained open with carry-out, drive through, or delivery service during the COVID-19 pandemic and wish to open their dining room (or other accommodations that allow food consumption on-premises), must apply appropriate modifications to promote social distancing and minimize the potential for disease transmission from self-service food activities. Modifications include, but are not limited to one or more of the following considerations—

- Dining room reconfiguration.
  - Designate a separate dining room/facility entry and exit point to minimize customer contact.
  - Reduce maximum seating allocations.
    - Enforce social distancing for **non-cohabitating persons**.
    - present on leased or owned property.
    - Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by higher DOD authority.
    - Any social distancing measures based on square footage should be considered. service areas as well as guest areas.
  - Increase table spacing by removing or blocking tables.
  - Increase spacing between dining seats by removing chairs or marking available seats on benches and spacing them so that customers are at least 6 feet apart. Use of physical barriers are acceptable, especially for booth seating.
- Do not allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated.
  - Provide spacing markers or signage on the floor and counters for customers to maintain appropriate distancing at headcount stations, ordering counters, service lines and self-



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

serve areas, tray return area, checkout registers, and other locations where individuals may congregate.

- Use physical barriers such as partitions or Plexiglas barriers at registers.
- Consider a reservations-only business model or call-ahead seating to better space diners.
- Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless
- payment options. Use technology solutions where possible to reduce person-to-person interaction. EXAMPLES: Mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Single-use items should be discarded.
- All restaurant and dining room playgrounds should be closed.
- Discontinue the use of customer self-serve equipment (e.g. soda dispensers, self-serve bars, soup kettles, dessert refrigerators).
- Consider using rolled silverware and table presets presented at the table when customer is seated. If possible, consider using disposable silverware.
- Clean and sanitize reusable menus in between each customer. If you use paper menus, discard them after each customer uses them. If available, use e-menus/ordering to reduce waitstaff interactions at customer tables.
- Make approved hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- Eliminate or modify customer self-service.
  - Maximize service of prepackaged food and beverages in place of bulk dispensed items.
  - Recommend under HPCON Charlie or higher to discontinue the use of customer self-serve equipment (e.g. soda dispensers, self-serve bars, soup kettles, dessert refrigerators).
    - **Do not install** guards or shields for dispensing nozzle protection. and shield.
  - If self-serve areas are allowed, make flow areas unidirectional.
- Remove bulk silverware dispensers—
  - Use appropriate auto-dispensing device.
  - Eliminate table presets; consider using rolled silverware.
- For facilities linked to an employee or patron who has tested positive for COVID-19 immediately contact your Preventive Medicine authority for current DOD and CDC policies. Follow enhance cleaning and disinfection guidance.
- Special or “deep” cleaning and disinfection of the facility is not required prior to opening if the facility (or areas within the facility) was closed for 72 hours or longer with no link to a coronavirus infected person. Prior to opening conduct general cleaning, sanitizing, and disinfection as specified in the TSFC and according to the guidance in this document.



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

### DURING OPERATIONS

**Employee health & hygiene:** Food managers must closely monitor employee health and ensure that employees understand their responsibility to report certain symptoms and illnesses immediately to the foodservice manager.

- Employees who are sick should remain at home.
  - Follow the established policies on when the ill employee is allowed to return to work. Minimum CDC guidelines include: Inform the employee to self-isolate for seven days from the onset of symptoms. Individuals must be symptom-free for three days without medication.
- Screen employee health before they start to work each day.
  - Ask the employee if they are feeling sick, have a fever, or any of the symptoms for COVID-19.
    - ✓ Exclude or restrict employees from work when presenting with a communicable disease symptom or illness as specified in the **TSFC (provisions 2-201.11, 2-201.12, and 2-201.13)**.
    - ✓ Immediately send the employee home if presenting with symptoms indicative of possible COVID-19 illness. Instruct the employee to quarantine at home and contact their medical provider for additional guidance.
  - Temperature checks. Although recommended by the FDA for monitoring employee health status, pre-screening employee temperature prior to starting work is regarded by the CDC as an optional strategy primarily due to the estimated large number of individuals who may be infected with the coronavirus but do not present with fever. If this strategy is applied, using a touchless infrared thermometer is recommended. Check each person (employee, customer, delivery, maintenance) who enters the facility each day. According to the CDC, individuals with a temperature of 100.4°F (38°C) should not be allowed to enter the facility and should immediately go home and contact their medical provider. Employees who presented with fever may not return to work until medically cleared.

### CLEANING, SANITIZING, & DISINFECTION

All cleaning and sanitizing requirements as required by the TSFC remain in effect. Please review the requirements with all food service workers and ensure they are properly executed during all operating hours. Prior to opening the facility must be thoroughly cleaned, sanitized, and disinfected in accordance with the TSFC and this guidance. Focus on high-contact touch areas that would be touched by employees and customers. It is strongly recommended discontinuing the use of customer self-serve beverage machines until further notice. Understand the difference between cleaning, disinfecting, and sanitizing. The CDC defines as follows: Cleaning removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

Sanitizing lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection.

Disinfecting kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

If a surface is not visibly dirty, you can clean it with an EPA-registered product that both cleans (removes germs) and disinfects (kills germs) instead. Be sure to read the label directions carefully, as there may be a separate procedure for using the product as a cleaner or as a disinfectant. Disinfection usually requires the product to remain on the surface for a certain period of time (e.g., letting it stand for 3-5 minutes).

Using disinfecting wipes is acceptable however, pay close attention to the directions for using them. It may be necessary to use more than one wipe to keep the surface wet for the stated length of contact time.

Ensure you always have sufficient cleaning and disinfection product on hand. Including hand sanitizer, hand soap, paper towels, toilet paper, and disinfectant wipes.

- Follow cleaning and sanitizing requirements, material, and strength as described in the TSFC to ensure its efficacy to protect surfaces.
- Avoid all possible food contamination when cleaning and sanitizing.
- All warewashing equipment can meet temperature and/or sanitizer final rinse requirements as per the [TSFC](#). Always have sufficient warewashing detergent and approved chemical sanitizer if applicable as prescribed in the TSFC.
- Wash and sanitizing food service equipment in kitchen area when contaminated or at the end of each meal period.
- Strongly recommended that the food service facility used approved sanitizer as prescribed in the TSFC.
- The following is an example of typical sanitizers that can be used and the normal strength to achieve sufficient efficacy in the removal of bacteria and viruses.
  - Chlorine bleach sanitizing solution with a minimum concentration of 100 parts per million free available chlorine with a maximum of 200 parts per million. To be effective the product must remain **WET** on the surface for a minimum of 1-minute to allow proper sanitization.
  - Quaternary ammonium compounds (or QUATS) are prepared according to the manufacturer's label. Wet contact time to achieve proper sanitizing will vary by product; follow the manufacturer's label.

**Disinfection:** Disinfection procedures detailed below are enhanced sanitation procedures in response to COVID-19.

- Disinfection procedures are recommended if a food service operation has been closed for an extended period for any reason. An extended period is considered 30 days or if closed for any period following an employee(s) having a confirmed case of COVID-19. Please collaborate with the local Preventive Medicine personnel for detailed guidance.
- Disinfect all nonporous high touch **non-food surface** equipment in **kitchens areas** include frequently touched areas such as door handles at the end of each meal period.
- Disinfect high touch surfaces in **customer areas** after each meal period or every 2-3 hours.



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

- Examples: Refrigerated food display cases, condiment bottles, and dispensers, napkin holders, bulk food dispensers (i.e., lids, handles).
- Entrance, exit, and restroom door handles.
- Dining room chairs (backrest and seat pan).
- Tabletops.
- Service counters, tray rails, dining tables, credit card machines (keypad, digital touchpad).
- Restroom light switches, handicap rails, hand wash sink fixtures, soap dispensing levers, paper towel dispensing levers, forced air hand drying control button, and door latches for toilet stalls.
- Proper safety precautions must be observed when using disinfection products. Use U.S. Environmental Protection Agency (EPA) registered disinfecting products disinfectants to nonporous surfaces that are not classified as food equipment.
  - Prepare chlorine bleach disinfecting solution with a minimum concentration of 1,000 parts per million free available chlorine, with a minimum of 1-minute wet contact time required to achieve adequate disinfection.
  - For alternate disinfecting products, refer to the [EPA-registered disinfectants](#). Always refer to label instruction for proper contact time to achieve an adequate level of disinfection will vary by product and for safe use.

**If using a bleach solution to sanitize or disinfect follow formulation provided below. Use caution and ensure employees have and utilize proper protective equipment when mixing or using chemicals.**

Concentration	Bleach with 5 to 6% Sodium Hypochlorite	Bleach with 8.25% Sodium Hypochlorite
100-200 ppm	½ Tablespoon bleach per 1 gallon of water	1 teaspoon bleach per 1 gallon of water
1,000 ppm	1/3 cup bleach per 1 gallon of water	3 Tablespoons bleach per 1 gallon of water
<b>WHEN MIXING BLEACH SOLUTIONS ALWAYS ADHERE TO ALL SAFETY PROCEDURE INCLUDING BUT NOT LIMITED TO GOOD VENTILATION, AND PROPER PROTECTIVE GEAR (GLOVES, MASKS, GOGGLES)</b>		

### SOCIAL DISTANCING & GENERAL GOOD PRACTICES

#### Social Distancing Practices

The requirement for social distancing may require the updating of floor plans for common dining areas, this includes but not limited to:

- Recommend posting signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Limit contact between waitstaff and guests.
- Require waitstaff to wear face coverings until otherwise directed by higher authority.
- Provide hand sanitizer containing at least 60% alcohol for guests to use.
- Maintain 6-foot intervals at customer service lines.



# NAVY AND MARINE CORPS PUBLIC HEALTH CENTER

## PREVENTION AND PROTECTION START HERE

- If possible, consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.

### General Safe Practices

- Remember the **CDC's top five risk factors** that most often are responsible for foodborne illness outbreaks are:
  - **Improper hot/cold holding temperatures of potentially hazardous food.**
  - **Improper cooking temperatures of food.**
  - **Dirty and/or contaminated utensils and equipment.**
  - **Poor employee health and hygiene.**
  - **Food from unsafe sources.**
- Use proper cooking times, temperature, and holding as prescribed in the [TSFC](#).
- Maintain good personal hygiene.
- Do not come to work sick.
- Avoid touching your eyes, nose, and mouth.
- Never touch ready-to-eat foods with bare hands.
- Use single service gloves, deli tissue, or suitable utensils.
- Wrap/cover all food containers to prevent cross-contamination.
- Follow four steps to food safety: Clean, Separate, Cook, and Chill.
- Ensure utensils are cleaned and sanitized.
- Avoid cross contamination of unlike foods, or chemicals.
- Prepare and use sanitizers according to label instructions and at strengths recommended.

### RESOURCES

FDA is frequently sharing and updating information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers. This addresses key considerations for how foods offered can be safely handled and delivered to the public. NMCPHC is monitoring all resources to provide the most updated guidelines for employers and customers to remain safe. We encourage consulting the references and links provided below (by NMCPHC, CDC, FDA, EPA, and OSHA) for more detailed information.

- [NMCPHC CORONAVIRUS INFORMATION](#)
- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)