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RETAIL FOOD FACILITIES GUIDANCE FOR PREVENTION AND MANAGEMENT OF COVID-19

Interim Guidance for Restaurants, Grocery Stores, & other Food Facilities

Updated: March 17, 2020

On March 16, 2020, the Contra Costa County Health Officer issued a mandatory legal order (“Order”) directing all individuals living in the County to shelter at their place of residence and to self-isolate to the maximum extent possible. This Order is necessary to slow the spread of COVID-19 in this region and remains in effect from 12:01 am on March 17, 2020 through 11:59 pm on April 7, 2020. Identical orders are in effect across the six most populous counties in the Bay Area, including in Marin, San Francisco, San Mateo, Santa Clara, and Alameda Counties as well as the City of Berkeley. For more information, please refer to

<https://cchealth.org/coronavirus/pdf/HO-COVID19-SIP-0316-2020.pdf>

How Does the Order Affect Restaurants, Grocery Stores, and Their Workers?

The intent of the Order is to ensure that, during the shelter-in-place period, members of the public can continue to access essential goods and services, including groceries, prepared foods, household consumer products, and to engage in essential activities. The Order thus contains the following exemptions and provisions, among others, which may apply to your facility:

- Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and similar food retail establishments are encouraged to remain open to provide food and pet supplies to the public. This includes stores that sell groceries as well as non-grocery products, such as cleaning and personal care products.
- Restaurants, bars, cafes, mobile food facilities, and other establishments that prepare and serve food to the public are prohibited from operating except for the purposes of preparing meals and providing them to customers via delivery and carry out only. We encourage these facilities to stay open for carry out and delivery service. Patrons and delivery services may visit these establishments to pick up and take away meals. But dining in or around the food facility is prohibited.



How Can I Prevent the Spread of COVID-19?

Contra Costa Environmental Health (CCEH) understands that due to the restriction, an influx of food orders may occur for pick-up or delivery. During this time, CCEH highly recommends maintain strict safe food handling and best management practices to prevent the spread of COVID-19 by doing the following:

- Ensure food items are stored in to-go food containers prior to pick up, take-out, or deliver.
- Store food behind the counter to prevent customers from handling multiple orders.
- Limit the amount of pre-ordered food stored outside of proper holding temperatures (41° F/below or 135°F/above) to no more than 30 minutes.
- For drive-thru service, keep pass-through windows closed when not in use.
- Sanitize all high-touch areas including; door handles/knobs, counters, pens, pay stations, credit/debit scanners.
- Encourage hand washing and hand sanitizing use for delivery drivers.
- Monitor lines and pay station areas in facilities to avoid customer lines.

These and other essential businesses must comply with social distancing requirements specified in the Order to the maximum extent possible.

Ensuring that the public has access to safe, secure, and healthy food is especially critical during this time of mandatory self-isolation and increased health threat. Contra Costa Environmental Health urges food retailers to remain open and continue doing your critical work to meet nutritional needs in the County. This includes establishments that serve free and reduced-price food and meals to vulnerable members of the public, who may face a heightened risk of food scarcity during this period.

Stay Up To Date

For up to date COVID-19 information and mandates, visit the Contra Costa Health Services website at cchealth.org/coronavirus. Please send specific questions related to food service operations via email to cocoeh@cchealth.org or call (925) 608-5500.



COVID-19

Protect yourself
and loved ones



Help prevent the spread of respiratory diseases like COVID-19

+ WASH YOUR HANDS

Wash your hands with soap and warm water regularly.



+ COVER A COUGH OR SNEEZE

Cover your cough or sneeze with your sleeve, or tissue. Dispose of tissue and wash your hands afterward.



+ DON'T TOUCH

Avoid touching eyes, nose or mouth, especially with unwashed hands.



+ KEEP YOUR DISTANCE

Avoid close contact with people who are sick.



+ STAY HOME

If you experience respiratory symptoms like a cough or fever, stay home.



+ GET HELP

If you experience symptoms of COVID-19 (cough, fever, shortness of breath), call your health care provider or local health department before seeking care.



MORE INFORMATION

Follow the California Department of Public Health:
@capublichealth and www.cdph.ca.gov/covid19

