COVID-19 Guidance for Mobile Food Premises

The following guidance should be used by owners and operators of mobile food premises, including food trucks, food carts and ice cream trucks, to reduce the spread of COVID-19 and ensure food safety.

Owners and operators are responsible for ensuring that their mobile food premises is in compliance with all orders made under the Reopening Ontario Act, in addition to Ontario Regulation 493.17 – Food Premises. As every mobile food premises is different, it is the responsibility of owners and operators to review their own policies, procedures, and site-specific operations, while ensuring that the appropriate infection prevention and control measures are implemented and maintained.

Mobile food premises operating as part of an event should also refer to COVID-19 Guidance for Indoor & Outdoor Events and Gatherings.

Protective Measures to Keep Everyone Safe

- Stay home when you are sick, even if symptoms are mild.
- Keep a two metre/six feet distance from others you don’t live with, when possible.
- Wash your hands often, and avoid touching your face with unwashed hands.
- Cough or sneeze into your elbow.
- Wear a mask or face covering when you are in indoor public spaces, and when you cannot maintain two metre/six foot distance outdoors.
- Clean and disinfect frequently touched objects and surfaces.

Physical Distancing

- **Physical distancing** refers to the practice of avoiding close contact by keeping a distance of two metres/six feet from others. Operators are also responsible for ensuring that physical distancing is maintained by customers at all times.
- Limit the number of employees within the mobile food premises at any one time:
  - Employees should maintain physical distancing from each other and customers, where possible.
  - Assign each employee a specific work station(s) and tasks to reduce overlap.
- Install plexiglass barriers at take-out counters where employees may have close contact with customers.
• Encourage electronic payment by debit or credit card, and tap instead of pin pad use where possible.
  o Assign one employee to process all transactions.
• Avoid parking in the same lot or in close proximity to other mobile food premises. Provide visible cues for customers lining up outside the mobile food premises by placing markers such as tape, stickers or safety cones every two metres/six feet.
  o Assign an employee to actively monitor the line-up to prevent crowding.
• Operators must ensure that customers lining up or congregating outside their establishment.
  o Maintain at least two metres/six feet physical distancing from other groups of persons, and
• After placing an order, encourage customers to wait at a distance until their food is ready.
  o Consider implementing an order numbering system to identify orders for pick-up.
  o Leave orders on the counter or set-up a side table for the customer to pick it up without contact.
• Consider implementing the use of online and/or telephone ordering services.
• If crowds develop or physical distancing cannot be maintained, the operator should close down or move their truck to another location.

Protection of Food, Packaging and Utensils
• There is currently no evidence of COVID-19 being transmitted through food. However, food should be protected from contamination at all times, as outlined in Ontario Regulation 493/17 – Food Premises.
• Do not provide squeeze bottles or open communal containers for customer use.
  o Use individual packets or pre-portioned containers for condiments (e.g. ketchup, mustard, mayonnaise), where possible.
  o Alternatively, employees can apply condiments as per the customer’s choice.
• Provide individually wrapped/pre-packaged disposable utensils (i.e. forks, knifes, spoons).
• Do not provide food samples to customers.

Hand Hygiene and Respiratory Etiquette
• Educate employees on proper hand hygiene and respiratory etiquette.
  o Wash your hands with liquid soap and warm water for at least 15 seconds frequently throughout the day and after each interaction.
  o Cover your cough or sneeze with your elbow or a tissue. Immediately throw the tissue in the garbage and wash your hands.
• Ensure the mobile food premises is provided with an adequate supply of hot and cold water, liquid soap and paper towels to facilitate the handwashing of employees.
  o Ensure the hand washing basin remains unobstructed and easily accessible at all times.
• Provide hand sanitizer (70-90% alcohol concentration) for customer use at the order/pick-up window.

Glove Use
• Use of gloves is not a substitute for proper hand hygiene. If employees use gloves, it is important to change them every hour, or more often, as necessary.
• Hands should be washed with soap and water for 15 seconds before putting on and after taking off gloves.
• Change gloves when changing tasks, after touching your face, or coming in contact with an item that may have germs.
• When gloves are removed, new gloves must be used each time.

Mandatory Masks and Face Coverings
• The use of non-medical masks or face coverings is required in all indoor public spaces, as per City of Toronto bylaw and provincial regulations. Operators are required to develop a policy on the wearing of masks. Refer to the guidance on mask and face covering bylaw for a sample policy that your organization can adapt. More information is available here.
• Masks/face coverings are strongly recommended when physical distancing cannot be maintained outdoors.
  o Patrons must wear a mask or face covering, unless entitled to an exemption, when lining up to order or waiting for their food.
• Staff must wear appropriate personal protective equipment (PPE) that covers their eyes, nose and mouth if, while providing service in an indoor area, they are:
  o required to come within two metres of another person who is not wearing a mask or face covering; and
  o not separated by plexiglass or some other impermeable barrier from a person described above
• Train employees on the proper use of masks and how to safely put on and take off a mask.

Environmental Cleaning and Disinfection
• Ensure frequent cleaning and disinfecting of high-touch surfaces and objects such as doorknobs, light switches, countertops, steering wheel, dashboard dials/knobs and mobile payment terminals, at least twice a day, and when visibly dirty.
• Commonly used cleaners and disinfectants are effective against COVID-19.
  o Use only disinfectants that have a Drug Identification Number (DIN) that confirms it is approved for use in Canada.
  o Check the expiry dates of products you use, and always follow the manufacturer’s instructions.
• Chlorine bleach solutions may be used for disinfection if appropriate for the surface.
  o Prepare chlorine bleach solutions according to the instructions on the label or in a ratio of:
    ▪ 1 teaspoon (5 mL) bleach per cup (250 mL) of water, or
    ▪ 4 teaspoons (20 mL) bleach per litre (1000 mL) of water.
  o Ensure a minimum of two minutes contact time and allow to air dry.
  o Prepare fresh chlorine bleach solution daily.
• For cleaning and sanitizing food contact surfaces, equipment and utensils, follow standards prescribed in Ontario Regulation 493/17 – Food Premises. The provincial government has also provided additional COVID-19 guidance for food premises.

Measures for All Workplaces, Organizations & Businesses

Review the Guidance for Employers on Preventing COVID-19 in the Workplace to plan and implement protocols to keep staff safe.

• Staff attendance and operations
• Health screening for staff and customers
• Attendance records for contact tracing
• Heating, Ventilation and Air Conditioning (HVAC) Systems
• Managing COVID-19 in the workplace

Safety Plan

Business operators must prepare and make available a safety plan, and the plan must:
• Describe measures/procedures that have been or will be implemented in the business, place, facility or establishment to reduce the spread of COVID-19.
• Include measures for screening, physical distancing, masks, cleaning, disinfecting and personal protective equipment (PPE).
• Be in writing and made available to any person for review, on request.
• Be posted in a visible place to come to the attention of those working or attending the location.
Communication

- Provide information to staff and customers about changes to operations (e.g. public health measures) through different communication platforms (e.g. webpage, email, social media).
- Encourage staff and customers to download the COVID Alert app so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.
- Download and display posters in high visibility areas in your setting to promote messages about how to stay safe during the COVID-19 pandemic:
  o COVID-19: Spread the Word
  o COVID-19 Fact Sheet

Useful Resources

COVID-19 Guidelines for Restaurants, Bars or other Food Service Premises
Guidance for Employers on Preventing COVID-19 in the Workplace
Guidance for Employers on Managing COVID-19 in the Workplace
Food Safety for Businesses
Restaurant and Food Services Health and Safety during COVID-19

More information

For more information about COVID-19, visit our website at www.toronto.ca/COVID19 or call us at 416-338-7600.

References