

COVID-19 Guidance for Mobile Food Premises

Mobile food premises are required to operate according to [Ontario Regulation 493/17 – Food Premises](#). Mobile food premises such as food trucks, food carts and ice cream trucks, must possess a valid [license to operate](#) in the city of Toronto.

Owners and operators are responsible for ensuring that their mobile food premise is in compliance with these public health guidelines, and all emergency orders made under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#). It is the responsibility of owners/operators to review their policies, procedures, and site-specific operations, while ensuring that the appropriate infection prevention and control measures are implemented and maintained.

Operators are also responsible for ensuring that physical distancing is maintained by customers at all times. If crowds develop or physical distancing cannot be maintained, the operator should close down or move their truck to another location.

Mobile food premises operating as part of an event are also subject to [COVID-19 Guidance for Indoor & Outdoor Events and Gatherings](#). More information on COVID-19 can be found in the Toronto Public Health [COVID-19 Fact Sheet](#).

Protective Measures to Keep Everyone Safe

- Stay home when you are sick.
- Keep a two metre/six feet distance from others, 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, as per the City [bylaw](#), 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.
- 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.
- Consider implementing the use of online and/or telephone ordering services.

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- 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.
 - Assign an employee to actively monitor the line-up to prevent crowding.
- After placing an order, 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 it up without contact.
- 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.
 - Assign one employee to process all transactions.
- Avoid parking in the same lot or in close proximity to other mobile food premises.

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:
 - Use individual packets or pre-portioned containers for condiments (e.g. ketchup, mustard, mayonnaise), where possible.
 - Alternatively, employees can apply condiments as per the customer's choice.
- Provide individually wrapped/pre-packaged disposable utensils (i.e. forks, knives, spoons).
- Do not provide food samples to customers.

Hand Hygiene and Respiratory Etiquette

- Educate employees on proper hand hygiene and respiratory etiquette.
 - Wash your hands with liquid soap and warm water for at least 15 seconds frequently throughout the day and after each interaction.
 - 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.
 - Ensure the hand washing basin remains unobstructed and easily accessible at all times.
- Provide alcohol-based hand sanitizer (70-90% alcohol concentration) in a dispenser for customer use at the order/pick-up window.
- Post [Hand Washing](#), [Cover your Cough](#) and [Hand Sanitizing](#) signs in visible locations.

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

- Effective July 7, 2020, the use of non-medical masks or face coverings is required in all indoor public spaces, as per a new City of Toronto [bylaw](#). Operators are required to develop a policy and protocols 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 for employees when physical distancing cannot be maintained, even when outdoors.
- 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.
- Commonly used cleaners and disinfectants are effective against COVID-19.
 - Use only disinfectants that have a Drug Identification Number (DIN) that confirms it is [approved for use in Canada](#).
 - 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.
 - 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.
 - Ensure a minimum of two minutes contact time and allow to air dry.
 - 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 [Ontario Ministry of Health](#) has also provided additional COVID-19 guidance for food premises.

Workplace Health & Safety

- Review the [COVID-19 Guidance for Workplaces and Businesses](#) to plan and implement protocols to keep staff safe.

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- [Actively screen staff](#) before each work shift. Questions can be completed on paper, online, or by asking staff directly.
- Implement attendance policies for staff, including maintaining a list of the names, contact information and attendance records of all staff.
- Train staff on all new policies and protocols related to COVID-19 practices, including physical distancing, hand hygiene, respiratory etiquette, and the City of Toronto mask by-law.

Communication

- Provide information to staff and customers about changes to operations (e.g. public health measures) through different communication platforms (e.g. event webpage, email social media accounts).
- 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:
 - [Physical Distancing](#)
 - [Face & Mask Coverings](#)
 - [Protect Yourself](#)
 - [Information about COVID-19](#)
 - [Wash your Hands](#)
 - [Cover your Cough](#)
 - [Screening Posters for Entrances](#)

Useful Resources

[COVID-19 Guidelines for Re-Opening your Restaurant, Bar or other Food Premises](#)

[COVID-19 Guidance for Employers, Workplaces and Businesses Fact Sheet](#)

[COVID-19 Guidance for Food Premises – Best Practices Summary Sheet](#)

[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

Government of Canada. (2020). *Hard surface disinfectants and hand sanitizers (COVID-19)*. Retrieved from: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>

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Ontario Ministry of Health. (2020). *COVID-19 Guidance for Food Premises*. Retrieved from: http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_food_premise_guidance.pdf

Public Health Ontario. (2020). *Coronavirus Disease 2019 (COVID-19) Cleaning and Disinfection for Public Settings*. Retrieved from: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en>