

5.0 GUIDANCE ON FOOD SERVICE

ADMINISTRATION

Policy

- Instruct employees to report any COVID-19 symptoms²⁶ to their supervisors.
- If employees report respiratory illness symptoms, instruct them to stay home.
- If an employee reports symptoms during work, send them home immediately. Clean and disinfect their workstation (which may include the entire kitchen) and consider employees within their vicinity potentially exposed. Implement next steps from the camp's communicable disease plan (CDP).
- If an employee is confirmed to have COVID-19, inform employees of their potential exposure, while maintaining confidentiality. Implement next steps from the camp's CDP.
- Actively encourage sick employees to stay home.

Planning and Preparation

- Maintain an inventory of qualified and licensed staff to fill critical food service positions.
- Stock disposable gloves, masks, and cleaning supplies. Enact a plan for the distribution and resupply of these items.
- Provide staff with access to soap and clean running water, disposable gloves, and masks. If soap and water are not available to wash hands, use an alcohol-based hand sanitizer.
- Train staff on proper hand washing and control procedures implemented by the camp.
- Provide custodial staff with U.S. Environmental Protection Agency (EPA) approved disinfectants.

Operations and Configuration

- Screen food service employees and assess their symptoms prior to starting work each day. See the [Screening](#) section.
- Expand the dining space or increase the number of dining spaces to allow diners to maintain physical distance. Encourage physical distance and increased spacing.
- If possible, offer multiple meal times in an expanded window in order to decrease the number of diners in the dining area at a time. Clean and disinfect the dining area between meal times.
- Prioritize, encourage, and make available outdoor seating areas.
- In general, aim to decrease the occupancy density by as much as half. For example, if a table typically seats eight, use only four seats at that table. Set a reasonable occupancy limit.
- Assign seats to diners for two weeks at a time so they occupy the same seat at each meal.
Best practice: Assign seats to diners for the duration of camp.

²⁶ U.S. Centers for Disease Control and Prevention. *Coronavirus 2019 Symptoms*.
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

- **Best practice:** Avoid buffet style, salad bars, self-service, table, counter food service, and other configurations that require diners to use shared utensils. Prioritize use of “grab-n-go” services (i.e., boxed meals), in which meals are packaged or assembled on a tray for diners to retrieve.
- During family service, encourage counselor and or staff (with clean/sanitized hands) to serve everyone from the table’s serving dishes.
- Offer the option to dine in or outside the dining area by allowing campers to eat in other spaces.
- Encourage diners to maintain physical distancing between themselves and others while in line for their meals. **Best practice:** Place decals on floors six feet apart to denote where to stand while in line.
- Make stations available for diners to wash their hands with soap and water prior to eating. Station dispensers of alcohol-based hand sanitizer containing at least 60% alcohol at the entrance of the dining facility.
- Leave garbage can lids open in both the kitchen and dining area unless they are equipped with foot-actuated lids. Note that some states may require closed refuse containers in the kitchen.
- **Best practice:** An individual’s personal water bottle should not be refilled in the kitchen area. Diners should use camp-supplied glasses/cups for beverages and receive a new glass/cup for water if a refill is desired.
- **Best practice:** Post signs reminding diners of the guidelines such as washing hands, maintaining physical distance, using assigned seats, etc. Provide these resources in additional languages and in illustrations as needed.
- **Best practice:** Remove decorative objects, flyers, and materials from tables and counters to allow for effective cleaning and sanitation.
- **Best practice:** Discontinue use of condiment dispensers. Offer condiment packets or small containers alongside the prepared meal.
- **Best practice:** Discontinue the use of beverage dispensers (e.g., fountain drink dispensers, common milk pitcher, etc.). Arrange bottles of beverage choices along a table or counter for diners to retrieve.

FOOD SERVICE WORKERS

Prior to Work (all suggested best practices)

- Shower or bathe before work.
- Trim and file fingernails. Remove nail polish or false nails.
- Wear clean clothes or clean work uniform.
- Wear appropriate and clean footwear.

General

- Do not work if you are sick or showing flu-like symptoms.
- Wear disposable gloves and avoid direct barehand contact with food.
- Do not wear watches, bracelets, or rings.
- Wear a mask or cloth face covering.
- **Best practice:** Wear disposable gowns and/or an apron.
- Maintain a physical distance and increased spacing from other food preparation workers whenever possible.
- Wash hands with soap and water for at least 20 seconds before and after work and breaks; after using the bathroom, blowing your nose, coughing, sneezing, or touching frequently touched surfaces; and before preparing food.
- **Best practice:** Food preparation staff use a fingernail brush during handwashing.
- Cover your cough or sneeze with a tissue, throw it away, and wash your hands immediately.
- Avoid touching your eyes, nose and mouth.

Food Preparation

- Existing best practices for food preparation and storage apply. Coronavirus is not foodborne, but food service workers who are infected can transmit the virus to coworkers or diners.
- Follow the four key steps to food safety: [Clean, Separate, Cook, and Chill](#).
- **Best practice:** Even while wearing gloves, use clean utensils, such as tongs, spoons, etc., instead of gloved hands to prepare food as much as possible.

Cleaning and Disinfection for Food Contact Surfaces

- Use soap or detergent and water to wash food contact surfaces (i.e., dishware, utensils, trays, food preparation surfaces, beverage equipment) then rinse after use. **Best practice:** Disinfect food contact surfaces before food preparation. Ensure any disinfectants used appear on [EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2](#) and are safe for food contact surfaces. Follow manufacturer instructions.
- Let dishware and equipment air-dry; do not dry with towels.
- Ensure that dishwasher machines are operating within the manufacturer's specifications and that appropriate water temperatures, detergents, and sanitizers are being used.

Cleaning and Disinfection for Non-Food Contact Surfaces

- Clean and disinfect frequently touched non-food contact surfaces in the kitchen and dining area at least daily. **Best practice:** Clean and disinfect the dining area before and after each use.
- Clean and disinfect non-food contact surfaces in the kitchen and dining area's commonly touched surfaces (e.g., counters, tables, chairs, coffee pot handles) daily. **Best practice:** Clean and disinfect commonly touched surfaces before and after each use.

- If hard non-porous surfaces are visibly dirty, clean them with detergent or soap and water before disinfecting.
- Disinfect hard non-porous surfaces using:
 - [EPA’s Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2](#).
 - Diluted household bleach products. Add 5 tablespoons (1/3 cup) of bleach to a gallon of water or 4 teaspoons of bleach to a quart of water. Do not use in conjunction with ammonia-based solutions. Mix a new bleach-based solution each day, when the liquid has debris in it, and when the solutions parts per million fall below state guidelines.
 - Alcohol-based solutions containing at least 70% alcohol.
- If still in use, clean and disinfect condiment dispensers as frequently as practicable.
- If soft or porous surfaces (e.g., fabric seats, upholstery) are visibly dirty, clean them using appropriate cleaners.
- Disinfect soft or porous surfaces using [EPA’s Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2](#).
- If frequently touched electronic surfaces (e.g., equipment controls, lights) are visibly dirty, clean them using products appropriate for use on electronics.
- Disinfect electronic surfaces according to the manufacturer’s recommendations. If none exist, use alcohol-based solutions containing at least 70% alcohol.
- Remove and dispose of gloves, masks, and gowns/aprons (if applicable) immediately after cleaning and disinfecting or when visibly soiled.
- Immediately after cleaning and disinfecting (and before taking breaks), wash hands using soap and water for at least 20 seconds. If a handwashing station is not available, disinfect hands using alcohol-based hand sanitizer.
- If disposable gowns are not worn, immediately launder clothes (or uniform) worn using the warmest appropriate water and dry completely. Wash hands immediately after handling dirty laundry.
- For more information, follow [CDC guidance on cleaning and disinfecting](#).

DINERS

- Do not attend meals if you are sick or experiencing flu-like symptoms. Inform a counselor immediately and go to the camp health center.
- Wash hands with soap and water for 20 seconds or use alcohol-based hand sanitizer containing at least 60% alcohol upon entry to the dining area.
- Avoid touching frequently touched surfaces such as handles, doorknobs, tables, and counters as much as possible.
- When retrieving food, avoid touching items and putting them back.
- Maintain physical distance and increased spacing between yourself and others whenever possible.

- Sit with or near the same individuals each meal and/or in the same seat if possible.
- If the option is available, eat outside or in areas with less people.
- When in line, maintain physical distance and increase spacing between yourself and others.
- Cover your cough or sneeze with good cough and sneeze etiquette. If a tissue or napkin is used, throw it away, and wash your hands immediately.
- Avoid touching your eyes, nose, and mouth.
- **Best practice:** Use utensils rather than hands to eat as much as possible.

REFERENCES AND RESOURCES

The Food Industry. *COVID-19 Cleaning and Disinfection for Human-touch Surfaces*.
<https://www.fmi.org/docs/default-source/food-safety/covid-19-cleaning-and-disinfection-for-human-touch-surfaces.pdf>

U.S. Centers for Disease Control and Prevention. *Food Safety and Coronavirus Disease 2019*.
<https://www.cdc.gov/foodsafety/newsletter/food-safety-and-Coronavirus.html>

U.S. Centers for Disease Control and Prevention. *Coronavirus Disease 2019 Cleaning and Disinfection for Community Facilities* <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

5.1 GUIDANCE ON CANTEEN OR CAMP STORE

The following provides guidance and procedures to reduce COVID-19 exposure risk while operating or shopping in the canteen or camp store.

ADMINISTRATION

Policy

- Instruct employees to report any COVID-19 symptoms²⁷ to their supervisors.
- If employees report respiratory illness symptoms, instruct them to stay home or in overnight camps to report to the health center and comply with isolation guidance.
- If an employee reports symptoms during work, send them home immediately or to the health center. Clean and disinfect their workstation. Inform the health center and follow the camp's communicable disease plan (CDP).
- Allow camper access to the canteen on a schedule consistent with camper groups or activity cohorts determined by the [Using Cohorts at Camp](#) section so that only campers of the same pre-defined group shop together.

Planning and Preparation

- Maintain a roster of qualified and trained staff to fill canteen positions.
- Stock disposable gloves, masks, and cleaning supplies. Enact a plan for the distribution and resupply of these items.
- Provide staff with access to soap and clean running water or alcohol-based hand sanitizer, disposable gloves, and masks.
- Train staff on proper hand washing and control procedures implemented by the camp.
- Provide custodial staff with U.S. Environmental Protection Agency (EPA) approved disinfectants.²⁸

Operations and Configuration

- Screen employees and assess their symptoms prior to starting work each day. See the [Screening](#) section.
- Where feasible, create partitions between shoppers and cashiers on checkout counters with a pass-through opening at the bottom of the barrier for passage of cash, charge/debit cards, products, etc. Devise alternative payment methods to avoid exchange of cash and coins (i.e., implement debit accounts to be settled at the end of specified time periods).
- If possible, arrange items for sale in an outdoor area (such as a picnic area or gazebo).

²⁷ U.S. Centers for Disease Control and Prevention. *Coronavirus Disease 2019 Symptoms*. <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

²⁸ U. S. Environmental Protection Agency. *List N: Disinfectants for Use Against SARS-CoV-2*. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

- If necessary, use every other check-out lane to allow for physical distance between cashiers.
- Determine an occupancy limit which will allow for all shoppers to maintain physical distance of about six feet from one another. Post signage communicating this limit to shoppers and have a means of controlling appropriate shopper density.
- **Best practice:** Post signs reminding shoppers to maintain six feet of physical distance. Provide these resources in additional languages and in illustrations as needed.
- **Best practice:** Place decals on floors six feet apart to indicate where to stand while in checkout lines.
- **Best practice:** Place arrow decals on the floor to direct foot traffic through the canteen in a unidirectional manner.
- **Best practice:** Remove seating in and near the canteen unless seating area can provide adequate space for individuals to maintain physical distance.
- Do not serve prepared foods at the canteen; all food for sale should be prepackaged.
- Station dispensers of alcohol-based hand sanitizer containing at least 60% alcohol at the canteen entrance for shoppers to use upon entry and exit.
- Place garbage cans near the canteen exit and leave lids open unless they are equipped with foot-actuated lids.
- **Best practice:** Remove decorative objects, flyers, and materials from tables and counters to allow for effective cleaning and sanitation.
- **Best practice:** Perform as much stocking activities as possible during off-peak or after hours to reduce contact with customers.
- **Best practice:** Provide remote shopping alternatives for campers to purchase souvenirs and merchandise before/after their camp session, including click-and-collect, mail delivery, and shop-by-phone to limit the number of customers in the canteen. Set up designated pick-up areas.

Payment

- Move the electronic payment terminal/credit card reader farther away from the cashier to increase the distance between the customer and the cashier, if possible.
- Encourage customers to use touchless payment options, when available. Minimize handling cash, credit cards, and mobile devices, where possible.
- When exchanging paper and coin money:
 - Ask customers to place cash on the counter rather than directly into your hand.
 - Place money directly on the counter when providing change back to customers.
 - Wipe counter with a sanitizing wipe between each camper group at checkout.
- Alternatively, consider allowing campers to pre-pay into an account to which they can charge purchases during their camp session. Employees can use a written or online ledger to track credits/debits to each camper's account.

CANTEEN AND STORE STAFF

Prior to Work (all suggested best practices)

- Shower or bathe before work.
- Wear clean clothes or clean work uniform.

General

- Do not work if you are sick or showing flu-like symptoms.
- Wear disposable gloves and avoid direct barehand contact with cash, cards, and products. Avoid touching your face after handling cash, debit/credit cards, etc.
- Wear a mask when customers are present.
- Maintain a physical distance of at least six feet from other canteen workers whenever possible.
- Wash hands with soap and water for at least 20 seconds before and after work and breaks, after using the bathroom, blowing your nose, coughing, sneezing, or touching frequently touched surfaces.
- Cover your cough or sneeze with a tissue, throw it away, and wash your hands immediately.
- Avoid touching your eyes, nose, and mouth.

Cleaning and Disinfection

- Refer to the [*Cleaning and Disinfection*](#) section of the Field Guide.

CAMPER AND STAFF CUSTOMERS

- Do not visit the canteen if you are sick or experiencing flu-like symptoms. Inform a counselor immediately and go to the camp health center.
- Use alcohol-based hand sanitizer containing at least 60% alcohol upon entry to the canteen.
- Avoid touching frequently touched surfaces such as handles, doorknobs, tables, and counters as much as possible.
- Avoid touching your eyes, nose, and mouth.
- Do not touch products and put them back on shelves.
- Maintain physical distance of at least six feet between yourself and other shoppers whenever possible.
- When in the checkout line, maintain physical distance of at least six feet between yourself and others.
- Cover your cough or sneeze with a tissue, throw it away, and wash your hands immediately.
- Use touchless payment options, whenever possible. Minimize handling cash, credit cards, and mobile devices, where possible.
- When exchanging paper and coin money, place cash on the counter rather than directly into the cashier's hand. Do not touch your face afterwards.

REFERENCE AND RESOURCES

The Food Industry Association. *COVID-19 Cleaning and Disinfection for Human-Touch Surfaces*. <https://www.fmi.org/docs/default-source/food-safety/covid-19-cleaning-and-disinfection-for-human-touch-surfaces.pdf>

U.S. Centers for Disease Control and Prevention. *Cleaning and Disinfection for Community Facilities*. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

U.S. Centers for Disease Control and Prevention. *Grocery & Food Retail Workers*. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>

ServSafe. *Food Safety Training and Resources*. <https://www.servsafe.com/Landing-Pages/Free-Courses>