



BOH Forms: #24 Food in Outbreaks Checklist

Board of Health and Local Health Department Standard Operating Procedures (SOP)

This **Checklist** highlights many of the requirements during outbreaks for regulated Massachusetts Food Establishments.

The checklist is designed to be used in tandem with the **MA Food Code**. **Remember: BOH always has the final say on requirements.**

Current Emergency Orders from Massachusetts Governor Baker as of July 2, 2020 All Food Establishments are open for outdoor seating, takeout and delivery of food and drinks as long as masks are worn by staff and patrons & **6-foot social distancing can be maintained.**

Social Distancing: Maintain 6 feet between customer parties (parties can be no more than 6 people) and between staff throughout the food establishment. Require face coverings for all staff and patrons (patrons may remove face covering while seated).

Licensed Food Establishments: any operation offering food directly to the consumer, **EXCEPT*** the following.

Note: If open to the public but unlicensed, prominently post a Consumer Disclosure: *“Not regulated or inspected by the Board of Health.”*

- Venues offering only commercially packaged non-TCS foods like chips and coffee/tea (shelf stable cream only).
- Farm Stands/Markets/Residential Kitchens with only uncut fruits and vegetables, eggs held at 45F, raw honey, maple syrup.
- Non-Commercial Community Potlucks or Block Parties.
- Residential Kitchens for non-profit events (Bake Sales, Soup Kitchens).
- Residential Kitchens for Day Cares and B & Bs with 6 bedrooms or less serving only breakfast.
- Private Events (Note: caterers must be licensed in their home community.).
- Cooking Classes, Non-Commercial Church Socials, Class Parties (may need permission from school),
- Home Delivery Service for Take Out Food and Groceries. Assumes food is packaged and delivered in a timely manner.

BOH Licensed Food Establishments (FE) Operations during a public health emergency

Note: Access to safe food is essential any time, but particularly during an emergency when people have limited access to essential resources, especially during an outbreak because of their personal situation such as the elderly or with underlying health conditions.

- **FE Operations: Must notify their Board of Health of substantial changes in:**
 - Ownership, Facility or Equipment
 - Operations, Hours or Menus
 - Certified Staff

COVID-19 Checklist <https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

- Written COVID-19 Control Plan** on site with self-assessment signage posted.
- PIC:** We have a knowledgeable Person-in-Charge (PIC) during ALL operating hours.
- COVID-19 Monitor:** We have a designated person to monitor and ensure COVID-19 protocols are followed on all shifts.
- Masks:** We will enforce the mask requirements for all staff and patrons. If necessary, we will have a Greeter remind patrons that mask protect the staff and staff protect the patrons and are required by the BOH **until seated**. Provide masks as necessary.
- Re-Opening:** When re-opening, we have cleaned and sanitized our establishment, flushed hot and cold-water taps and ice makers, cleaned or changed all filters, checked refrigerators and discarded any out-of-date foods and supplies.
- Cleaning and Disinfection:** We have staff designated to clean and disinfect frequently touched surfaces.
- Operations:** We have simplified our menu/operations to eliminate or reduce self-serve, cross contamination and exposures including use of disposables, single use condiments, no pre-sets, easily cleanable surfaces, solid barriers, more frequent cleaning.
- Capacity:** Determined by ability to maintain social distancing. Maximum of 6 diners per group at this time.
- Seating:** We will only have outdoor seating, take-out and indoor seating as approved by the BOH and State Orders
- Waiting:** Waiting area/line separation and other social distancing requirements are managed. If necessary, we will instruct people to wait in their cars and move to reservations or call ahead seating or pick-up.
- Social Distancing:** We will enforce 6-ft social distancing as required by the BOH using signs and markers.
- Signage:** We have signage at the entrance reminding patrons to wear a mask until seated and wash hands frequently.
- Hand Sanitizer:** We have pump 60% ethanol or 70% isopropanol hand sanitizer available for staff and patrons in multiple locations.
- Health Screening:** We screen our staff daily for illness and require sick staff to stay home.
- Planning:** We have a COVID-19 Control Plan to protect our staff and patrons which includes:
 - Enhanced Facility Set-Up Procedures
 - Enhanced Operating Practices
 - Enhanced Signage.
 - Enhanced Cleaning and Sanitation Plan
 - Enhanced Staff Health Policies
 - Enhanced Staff Training Plan
- Food Code:** We will continue to meet the requirements of the Massachusetts Food Code 105 CMR 590.00.
- Inspections:** We will notify the BOH at least 24 hours before resuming or changing operations.
- Closure:** If contact tracing associates my establishment with an outbreak, I will close for a deep cleaning and a review of my COVID-19 Emergency Response Plan as determined by the Board of Health.
- Enforcement:** We will close if we can't meet the current Social Distancing, Disinfecting and Personal Protection Precautions as determined by the Board of Health. *DLS hotline: (508) 616-046 x9488 or email to safepublicworkplacemailbox@mass.gov*

Food Establishment Operations Checklist, 11/10/2020 <https://www.mass.gov/info-details/safety-standards-and-checklist-restaurant>

- Closure:** Must call when closing and when ready to open.
- Modified Hours of Operation:** Due to changes in demand or staffing, FE may need to modify hours of operation. Notify BOH.
- Modified Operations:** FE will likely need to modify their operations and menus during an emergency based on the situation. The BOH can help FE make changes that ensure safe food to the public and enhance protections for staff.
- Food Code:** Must meet the requirements of the MA Food Code and Be Safer Precautions or close, unless a written variance issued by the Board of Health.
- Take-Out and Seating Requirements**
 - Dining outside in unconfined spaces – 6 ft separation, Check with Town/City for additional permits.
 - Indoor seating with 6 ft minimum separation, or solid barriers at least 6 ft high
 - Tables maximum of 10 persons, no visiting.
 - Telephone or internet orders and credit cards
 - Parking lot or drive-through delivery or pickup
 - Home Delivery. Ensuring safe packaging and prompt delivery
 - No open bars or seating at bars; no entertainment; background music/TV allowed
 - Hot Holding Protocols followed (Time and/or Temperature) to ensure safe food for Take Out as well as dining in.
 - Menus must be no contact, single use, electronic, boards, etc.
- Pre-Opening Checklist:**
 - Water system, taps and ice makers flushed.
 - Facility and equipment cleaned and sanitized.
 - Menu simplified to reduce cross contamination, self-serve and infections.
 - Knowledgeable Person-In-Charge (PIC) onsite during all hours of operation.
 - Person designated to monitor infection control Be Safer Precautions.
 - Be Safer Plans: Enhanced Facility Set-up, Operating Procedures, Signage, Cleaning/Disinfecting, Staff Health/Training
 - Self-Assessment Checklist completed, signed and submitted.
 - Method for logging seated tables' contact information for contact tracing.
- Waiting Areas:**
 - If waiting areas or lines and other social distancing requirements can't be properly managed, FE will instruct people to wait in their cars and move to reservations or call ahead seating only.
 - Patrons called to their table by text, phone, PA system, pagers, etc. Everyone must wear a mask unless seated.

Enhanced Food Establishment Operations - As of July 2, 2020

- Written COVID-19 Control Plan available.
- Clean masks worn by staff at all times when working.
- Handwash sink with warm water, pump soap and single use paper towels easily accessible to staff.
- 60% ethanol/70% isopropanol pump hand sanitizer available for staff and patrons.
- Enhanced cleaning and disinfection protocols practiced.
- No shared condiments, self-serve items or utensils displayed. These items dispensed by the staff.
- Straws paper covered; eating utensils wrapped in paper, plastic or a napkin.
- Trash managed to avoid cross-contamination and litter.
- Safety signage and disclosures printed and posted.
- 6-ft Social Distancing maintained in any lines. Cones, pavement markings, tape and the like used to designate the queue and required social distancing.
- All staff trained on COVID-19 Personal Protection Precautions.
- FE will close if it can't meet the current Social Distancing or Personal Protection Precautions.
- FE PIC signed self-assessment on file.
- No inside entertainment. Outside entertainment – no singing or wind instruments. Entertainers 25 ft from audience.
- Signage:
 - Thank you for wearing a mask when picking up food or until seated.
 - State mandated COVID-19 Control Plan signage posted.
 - Maintain 6-feet of social distancing in lines.
 - Don't crowd the truck, jump the line or socialize next to the truck.
 - Condiments and paper supplies are available only upon request.
 - Electronic payments appreciated.

Enhanced Facility Set Up Procedures –

- COVID-19 signage in place at the front door, in the restrooms and kitchen.
- Tables/groups for 10 or fewer separated by solid barriers or at least 10 feet apart (so seats are 6 feet apart).
- Tables are left bare for cleaning or covered with single use table coverings which are not shaken when removed and are placed directly in a laundry bag.

- Access is controlled to better manage required social distancing of 6-feet.
- Patron waiting areas are outside where methods are employed to maintain social distancing.
- Method in place to alert patrons when their table is ready: text, pager, PA system, other.
- Where possible one-way flow practiced, for entrances, exits, kitchen workflows and patron seating.
- 60% ethanol or 70% isopropanol pump hand sanitizer at entrance, exit, registers, host station, wait station and kitchen.
- Staff breakroom or area is set up and breaks staggered to maintain 6-ft social distancing.
- Protective barriers or separation used for hosts/cashiers who may greet people without masks.
- Food pickup areas utilize separate tables or shields to manage required social distancing.
- Ventilation rates increased and HEPA filters installed with no direct airflow table to table as practical.
- Water system and all hot and cold-water taps flushed for at least 5 minutes when not used recently.
- Use wipeable covers on electronic keyboards/devices if possible.
- Paper towels have been installed in all bathrooms and hand jet air dryer use discontinued as possible.
- Toilets lids are installed with Be Safer signage reminding everyone to close the lid before flushing.
- Product delivery/receiving practices include masks for everyone, packages sanitized, temps checked, hands washed.

Enhanced Signage

Front Door:

- Required State COVID-19 signage.
- Welcome Back. Please follow these COVID-19 Control requirements:
- Wear a mask until seated, even outside while waiting.
- Maintain 6 ft of Social Distancing.
- Wash your hands and use hand sanitizer frequently.
- Please stay home if ill.
- Wait in this area or your car until we call your table. Please don't crowd the doorway.
- People with reservations will be called or texted first.
- People without reservations can sign in here. The Host will check the sign-in sheet when there is an available table and call or text the party.
- Please maintain 6-ft of social distancing from everyone not in your party at all times.
- Please use no-contact payment options if possible.
- Condiments only on request.
- Please pack your own leftovers.
- Thank you for helping us keep everyone to safer.

Restrooms:

- Hand wash signs to remind all of the proper steps to wash hands for 20 seconds to kill viruses.
- Closing toilet lids before flushing reduces the chance of airborne viruses and bacteria.
- Closing air hand dryers and using single use paper towels is safer
- Reminder: Don't forget to keep your mask on until you are seated.

Kitchen:

- **Wash your hands as soon as you arrive.**
- Arrive wearing your mask and wear it at all times unless in the designated break area.
- Don't touch your face. If you must, wash your hands and/or use a clean tissue or towel.
- Wash your hands frequently for 20 seconds with soap to kill the virus.
- Wash your hands between tasks and tables and **before** serving any food.
- Wash your hands after clearing a table and **before** starting the next task.
- Wash your hands **before** and **after** eating or drinking.
- Drink from a closed container with a straw.
- Don't pack leftovers for patrons. Give them containers to pack themselves
- Practice Be Safer Precautions to keep everyone safer.

Menu Notices

- Condiments are no longer routinely provided. Ask your server for salt, pepper, mustard, catsup, etc.
- Service Staff can no longer pack leftovers for takeout. We will provide containers for you to self-pack.
- Wash your hands before eating or use hand sanitizer. Ask your server.
- Allergen Awareness: *Before placing your order, please inform your server if a person in your party has a food allergy.*
- Consumer Advisory: *Consuming raw or undercooked MEATS, POULTRY, seafood, shellfish, or EGGS may increase your RISK of foodborne illness, especially if you have certain medical conditions.*

Enhanced Cleaning and Disinfection Plan

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

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(Disinfectant can be 5 tablespoons (1/3 cup) bleach per gallon of water. Remember bleach can stain clothing.)

- Enhanced cleaning and disinfection practices followed for frequently touched surfaces. Most disinfectants require a minute of contact time and should be allowed to air dry.
- Logs in the kitchen for employees to track sanitizer concentrations, when tested and where used.
- Employee(s) assigned to disinfect tables, chairs, pens, card readers, etc. after each use.
- Checklist and Daily Log for employee(s) trained and designated on each shift to clean and disinfect high contact surfaces, carts, door handles, trays, etc. throughout the establishment following a written cleaning checklist at specific times and as needed, depending on the number or patrons. (Every 2 hours.)
- Every establishment must close for at least 2 hours daily to complete a thorough daily cleaning of the facility, including floors, surfaces, tables, chairs, before the next service period. Where possible, a next day cleaning is safer than an end of shift cleaning. Air out facility at this time if possible.

Enhanced Staff Health Policies

- None should come to work when ill.
- Where possible, work from home protocols should be implemented.
- Staff should call immediately if not able to work a shift.
- Flexible leave and illness options should be available for those with COVID-19 in their household.
- Any suspected foodborne or COVID-19 illness must be reported immediately to the Board of Health.
- Current Board of Health/DPH guidelines for self-isolation or quarantine to be followed. Currently 14 days from onset of symptoms or exposure is the safer standard for COVID-19.

Enhanced Staff Training Plan

- Shifts:** Provide online, email, phone or in-person reminder training before each shift.
- Meetings and Trainings:** When possible, meetings will be held virtually (Skype, Zoom, phone, etc.)
- Reminder Checklists:** Each worker will be provided a PPP Checklist.
 - Arrive in a clean mask and keep it on except on breaks.
 - Wash hands as soon as arriving and before and after each task.
 - Report any illness immediately.
 - Don't share food, pens, phones, clothing, hugs or handshakes.
 - Maintain social distancing as much as possible.
- Staff Daily Screening:** health and safety screening **every** day before **each** shift:
 - Sudden loss of smell or taste or onset of extreme fatigue.
 - Sore throat, fever, cough, trouble breathing.
 - Someone in your household with these symptoms in the last 14 days.
 - May check staff temperatures for over 100.4 F, 38 C with a non-contact thermometer. Many people have no symptoms but are still extremely contagious. **Note** that employees suspected of having a foodborne illness or COVID-19 must be reported **immediately** to the Board of Health.
 - Anyone who is ill is immediately sent home wearing a mask and the area aired and disinfected.
- Staff Just-in-Time Training** sent to Staff by email or mail before opening or on arrival at work.
 - Stay home if you or a close family member is sick for 14 days after onset of symptoms and at least 3 days after no symptoms without medications.
 - Immediately report these symptoms: extreme fatigue or loss of smell/taste, sore throat, fever, cough.
 - Everyone will arrive wearing a clean mask with at least one clean spare.
 - Everyone shall wash hands as soon as they arrive.
 - Anyone using public transportation should change to a clean mask and wash hands again.
 - Arrive 15 minutes early to complete daily wellness check and Be Safer reminders
- Follow Personal Protection Precautions:**
 - Immediately report any signs of illness.
 - Maintain social distancing of 6 feet.
 - Wear a mask at all times.
 - Wash hands frequently and before and after each task, breaks or changing masks.
 - Follow correct Handwashing, Correct Mask Use, Correct Glove Use
 - Never share food, drinks, hugs, used masks or other individual tools or items.
 - Breaks will be staggered in the designated area where social distancing can be maintained.
 - Drinks should be in closed containers with straws.
 - Use 60% ethanol or 70% isopropanol pump hand sanitizer only on clean hands when handwashing is not available

Safer Mask Use

- Masks are First on, Last Off** and should seal as tightly as possible around the nose, mouth and chin. Pantyhose sections over the mask may improve fit/effectiveness. Handle new masks with washed hands. Only handle **used** masks by the ties or rubber bands, never the inside or front. Wash hands well before and after.
- Cloth Masks:** do not reuse visibly soiled or wet cloth masks until washed and dried. Wear one to work and bring 2 more along. If riding public transportation, remove mask, safely store, wash your hands, put on a clean mask, and wash your hands again before working,

Safer Handwashing

- Wet hands with warm running water.
- Lather with soap and scrub between fingers, on the back of your hands, fingertips and under nails.
- Wash for at least 20 seconds. The soap needs to be in contact with the virus for 20 seconds to kill any virus,
- Rinse well.
- Dry hands using a single use paper towel. Avoid the use of jet air dryers.
- Use the paper towel or the back of your wrist to turn off the water.
- Wash your hands as soon as you arrive, between tasks, before and after eating and before you leave.
- *When in doubt, wash your hands.*

Safer Glove Use

- Glove are only effective if used properly and if the gloves fit correctly.
- Gloves will not protect the wearer if they become contaminated and then touch food, surfaces or the eyes, nose or mouth.
- Hands must be washed and dried before putting gloves on and before changing to a fresh pair.
- Gloves should be changed as soon as they become soiled or torn, before starting a new or different task, at least every four hours during continual use (or more often as necessary), after handling raw meat, seafood, or poultry and before handling RTE food.
- Gloves must be removed properly so as not to contaminate clean hands or surfaces and never reused.
- Wash hands again after removal for 20 seconds.

Safer Cleaning and Sanitation Procedures (Note: we thank the Bedford Board of Health for sharing these tips.)

- **Training:** Enhanced Employee Training on cleaning and sanitation
- **Sanitizers:** continuous cleaning of all surfaces and handles. Useful cleaners for corona viruses.
 - Test strips are required to check the sanitizer concentration. You must use the correct strip for the correct sanitizer.
 - Chlorine should be at 50-100 ppm and Quaternary Ammonium should be 150-300 ppm (use manufacture specifications)
 - Always follow directions on the bottle for chemicals exactly. MSDS sheets must be available onsite. Never mix chemicals.
- **Clean and Disinfect non-food contact surfaces**
 - Keep non-food contact surfaces clean and use diluted bleach solution or alcohol solution with at least 60% ethanol to disinfect those surfaces. (Cleaning removes dirt and grease so disinfecting can work. Both are important.)
 - Clean and disinfect surfaces that customers touch often such as tables, door handles, serving utensils, tables, chair, menus, etc
 - Items directly touched by customers must be cleaned and sanitized after use and before use by a new customer. Specifically, tables, menus, condiments, chairs, etc.
- **Food Contact Surfaces**
 - Use only cleaning supplies approved for food contact surfaces
 - Must be cleaned with a food approved cleaning solution, such as chlorine or quaternary ammonium mentioned above.
 - Sanitizer solutions/buckets should be tested when first mixed and changed at least every four hours. Sanitizing clothes should be stored in the solution in between use.
 - It is important to clean and sanitize surfaces in the food prep areas frequently such as door handles, sink handles, refrigerator door handles, etc. Dampness can cause remaining viruses on surfaces to survive and multiply, avoid this by cleaning, disinfecting and drying frequently.
- **Dishwashers**
 - Must be at the correct temperature in order to clean and sanitizer properly. High Temperature Dishwashers should have a Wash temp of 160 degrees F and a Rinse temp of 180 degrees F. Establishments should be using their internal max registering thermometer to check the wash temperature.
 - Low temperature or chemical dishwashers dispense a sanitizing solution that must be checked using a test strip.
- **3 Compartment Sinks**
 - Scrape or rinse away any leftover food on the dishes. In the first bay, scrub all surfaces of the dishes in warm, soapy water. Sanitizing will not kill pathogens if grime is in the way.
 - In the second bay, rinse the dishes you previously cleaned in clear warm water. Soap residue can prevent sanitizer from killing germs. Good rinsing makes sanitizing more effective.
 - In the third bay, soak rinsed dishes in a chemical sanitizing solution or hot water. Dishes should be completely submerged. If using a chemical sanitizer, read the directions to know how long the dishes must stay in the solution (contact time).
 - The final step is to air-dry the dishes. This is very important, as towel-drying sanitized dishes may contaminate them again.
 - Follow the product manufacturer instructions. Directions should be posted above the 3-bay sink for employees to refer to.

Advice for Emergency Food Distribution Operations*

During emergencies, safe food is essential to a response. Please follow basic safe food practices:

1. Contact your Board of Health for support and advice.
2. Keep your menu very simple. Stick to hot foods, hot drinks and bottled cold drinks without ice, if possible.
3. Avoid self-service lines and shared condiments.
4. Before you open, check your signage, waste management, traffic flow, payment system and employee protections.
5. Know where the food comes from. Label the source if possible. Ideally food should be prepared in a licensed kitchen under the supervision of a certified or experienced Food Protection Manager.
6. Transport food in closed containers, monitoring time/temperatures: tape and a marker work.
7. Always have a knowledgeable person-in-charge (PIC) in on-site who is responsible for delivering safe food to the public and ensure COVID-19 Safer Protocols are followed.
8. Provide prepackage foods and avoid buffet lines. Have staff serve the food if not prepackaged.
9. Have a handwash station and hand sanitizing wipes and gloves for staff and consumers.
10. Have a thermometer and alcohol for cleaning between uses.
11. Use time and temperature logs to monitor the food safety. As a general rule of thumb, throw out hot foods below 135 F after 4 hours and cold foods above 40 F after 6 hours.
12. Hot foods can be reheated once in the 4 hours to 165 F before serving. Keep a log.
13. Crockpots/sterno will not heat/reheat foods fast enough. They are ok for hot holding. Monitor temps.
14. Wet Cold Drink Storage: Use sanitizer in buckets storing cold drinks. Use 10ppm or ½ oz bleach per gallon. Change frequently. Be aware that bleach will permanently stain clothes
15. Surface Sanitizing: use bleach in a clean bucket at 3 T per gallon or as specified by the manufacturer.
16. Ware Sanitizing: Follow manufacturers' directions. Use sanitizer in clean containers that cover the ware:
 - i. Bleach unscented – 50 ppm or mg/l @75°F for 7 seconds or about 1 T. per gallon. Should smell of bleach. Soak for 2 minutes.
 - ii. Disinfectant to kill COVID-19: 5 T bleach or 1/3 cup/gallon with 1 minute of contact time. Change when dirty or after 24 hours.
 - iii. Quaternary ammonia – follow directions for 30 seconds
 - iv. Iodine – follow direction for 30 seconds

*Food Managers Training, Allergen Awareness Training and Consumer Advisories are good practices even if not required by the MA Food Code or the Board of Health. BOH can require additional Food Employee training at any time as deemed necessary.

- Allergen Awareness Notice: *Before placing your order, please inform your server if a person in your party has a food allergy.*
- *Consuming raw or undercooked MEATS, POULTRY, seafood, shellfish, or EGGS may increase your RISK of foodborne illness, especially if you have certain medical conditions.*

Note: Every Food Establishment, including non-profits, must have a Knowledgeable Person in Charge (PIC) at all times.