

# Guidance for Food Delivery and Pickup

Proper food handling during the preparation, holding, pick-up, and delivery of food is essential to ensuring that it is safe for consumption. Food facilities and food delivery drivers play a key role in protecting food for consumers during the delivery process.

## PERSONAL HYGIENE



- Wash your hands with soap and water for at least 20 seconds between each delivery and before picking up and dropping off food to a consumer.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

## PROPER FOOD HANDLING & HOLDING



- Food should be packaged in tamper-evident packaging and maintained so that it is not exposed to potential contamination during delivery.
- Delivered food must be transported or held in containers made of smooth, washable and impervious materials that are able to withstand frequent cleaning.
- Maintain clean, insulated carriers in the vehicle for the storage of food during transportation. Carriers should be leak-proof and maintain food at proper holding temperatures.
- When delivery time exceeds 30 minutes, food must be maintained at either cold (below 41 °F) or hot (above 135 °F) temperatures.

## PICK UP & DELIVERY



- Food facilities should have all to-go items packaged and bagged. This ensures drivers do not need to touch any additional items during the pick-up transition.
- Drivers must maintain the interior of vehicles in a clean and sanitary manner, including the trunk and/or rear storage areas.
- Drivers should store food inside a clean and disinfected secondary container for transportation.
- Drivers should never touch food; all food must remain in its original packaging.

## REMINDERS FOR CONSUMERS



- Remove packaged food from delivery bags and dispose of delivery bags or boxes.
- Wash hands with soap and warm water for 20 seconds before handling food and before eating.
- Refrigerate all perishable foods as soon as possible and always within two hours after purchase or delivery if it has not been consumed.
- Food should only be delivered/received from food facilities permitted by a local health jurisdiction.