



**Public Health**  
Prevent. Promote. Protect.

**Peoria City/County  
Health Department**



# Take-Out and Curbside Pick-Up Guidelines

4/3/2020

To reduce the spread of COVID-19 and comply with Governor Pritzker's Executive Order, food establishments shall **cease on-site dining** and only serve customers through a **take-out, drive-through, curbside pickup, or delivery**. The following public health practices are recommended:

## Guidelines

1. DO take customer orders online, by phone, or in-person.
  - Customers may stand in line if staff can monitor the line to maintain 6-foot social distancing. It's also recommended to place signs.
  - Ask as much information as possible for curbside pick-up to help identify customer's cars for easier hand off.
2. DO follow current guidelines about limiting number of customers inside the facility.
3. DO encourage online payments and receipts to minimize social contact and wait times during pick-up.
4. DO ensure that a safe distance is maintained when taking payments, if payment is made on site.
5. DO designate specific staff for take-out and curbside pick-up and provide proper training regarding order taking and proper handling of orders.
6. DO provide allocated parking spaces that are closer to the facility for curbside pick-up.
7. DO practice social distancing when handing over orders, at least 6 feet should be maintained. Limit person to person interaction by:
  - Use a text message or email to let your customer know when to come inside to get their order.
  - Providing an area outside to place orders for curbside pick-up.
  - Place food into unoccupied seat of a customer's car through an open window.
8. DO clean and sanitize commonly touched surfaces including pens, doorknobs, handles, and tablets.
  - Consider having separate containers for sanitized and used pens.
9. DO remove single-use items from the customer self-service area.
10. DO NOT allow sick employees to work.
11. DO NOT allow bare-hand contact with ready-to-eat foods.
12. DO NOT shake hands, high-five, or fist bump with customers. Limit physical contact.
13. DO NOT touch mouth, nose or eyes.
14. DO NOT open orders for confirmation. When possible, provide secure packaging for orders.
  - Mark orders with customer or menu item names.
  - Clear lids may be used to identify orders.
15. DO NOT allow customers to use their personal containers.
16. DO NOT allow customer to consume food on site including outdoor seating areas.

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