Point of Sale Best Practices

Guidance for Limiting the Spread of COVID-19

Based on data and information as of April 28, 2020.

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Today's Presenters

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Special thanks to Chelsea Didinger, PhD student in CSU's Dept of Food Science and Human Nutrition, for graphics research and development and to Marisa Bunning, Professor in Food Science and Human Nutrition for her review.

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COVID-19 Webinar Series for Produce Growers

- ✓ April 14, 2020 – Part 1: Worker Health and Hygiene Best Practices
- ✓ April 21, 2020 – Part 2: Cleaning and Sanitizing Best Practices
- • April 28, 2020 – Part 3: Point of Sale Best Practices

All webinars will be recorded and posted on www.coproducesafety.org and https://coloradoproduce.org/covid-19/

What are we going to cover today?

- Updates on COVID-19
- Managing your points of sale (CSA, farmers market, farm stand, U-pick) to limit the spread of COVID-19
  - Physical location logistics and sanitation
  - Product handling
  - Customer communication
- Resources available to support new practices and strategies
- Questions and answers from audience

Review of COVID-19 facts

COVID-19 is a respiratory illness that is transmitted:

- Through respiratory droplets produced when an infected person coughs, sneezes, or talks
  - When these droplets land in the mouths or noses of people who are nearby, they could possibly be inhaled into the lungs.
  - Preliminary research has found that respired droplets can land anywhere within a minimum of 6 feet of the person releasing them.
- Virus is spread person-to-person, not through food
  - When people are in close contact (within about 6 feet) = physical (social) distancing
  - May be transferred from hands to eyes, nose or mouth
- COVID-19 may be spread by people who are not showing symptoms (asymptomatic or early onset)
  - Reason why social distancing and face coverings are so important

COVID-19 and surfaces

- COVID-19 appears to persist on surfaces for a period of a few hours to a few days
- Viruses' ability to survive may be influenced by temperature, humidity and type of surface
- Proper cleaning and sanitation facilitate deactivation of coronaviruses on surfaces
  - Structure of coronaviruses makes them particularly susceptible to soaps and sanitizers
  - These products cannot be used on or ingested by people
- Currently, no evidence of food or food packaging materials being associated with transmission of COVID-19 (FDA, CDC, USDA)
- Advising from Trevor Suslow: https://www.foodsafetynews.com/2020/04/keep-your-attention-on-routine-produce-safety-practices-too-during-pandemic/#more-193448

How does this relate to your points of sale/distribution?

1. Keep all surfaces clean (and sanitized or disinfected where appropriate)
   - Hands
   - Tables, bins, touchscreens, cooler handles, vehicle interiors
   - Wear gloves when handling produce at POS
2. Help customers and staff maintain physical distancing, using face coverings and other strategies as needed
3. Minimize touches of product by customers and staff

Supplies you need

- Directional signage (where should people go or wait)
- Informational signage (what will the shopping experience look like, what is available today?)
- Cones, tape, rope, saw horses (remember to weight items down)
- Handwashing station(s) and hand sanitizer
- Disinfecting wipes and/or spray
- Disposable gloves
- Face coverings
- Additional staffing
- Boxes, bags (plastic or paper)

Key practices

- Keep an up-to-date email list or database to quickly contact customers and suppliers (or an active social media presence or up-to-date website). Keep messaging realistic.
- Make it easy for your customers to contact you about placing orders, changing orders, getting information about your practices
- If you are selling in a farmers market, keep up to date on market policies
- Make sure your employees are informed about delivery, drop-off and handling protocols, **before** you make those changes on-farm or at another point of sale

Planning for your own logistics leads to safer practices

- Distancing and other precautions will take more time to implement. Plan for how much longer per customer transaction you may need.
- Consider dividing into several lines to speed up transactions.
- If CSA customers generally arrive all at once, plan for spacing out pickup times for better management.
- To accommodate social distancing plan for how customers arrive (on foot, by bike, by car).
- Plan for more staff to help manage points of sale.

Let your customers know what to expect

- Use social media, email and website messaging to let customers know ahead of time
- Have signage (not handouts) for customers at your points of sale:
  - Stay home if you feel sick
  - Send one shopper (try to leave children and vulnerable individuals at home)
  - Wear your face covering!
  - Only bring service animals, no pets

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Guide your customers through your new set-up

- Use ropes, barriers, chalk markings and signs to designate entrance to and flow through your booth, store or CSA pick-up area
- Have your checkout/payment area be visibly separate from your product display
- Show customers how they can maintain a physical distance of 6 feet from others at all times
- Show them where to wait when you need to limit the number of people at any one time.

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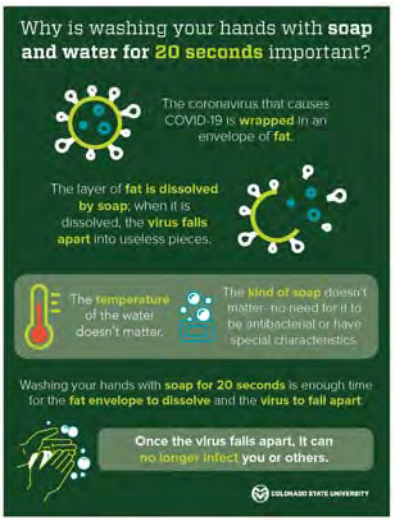
Help customers and staff maintain good hand hygiene

- Position handwashing stations (fully stocked with running water, soap, paper towels, and trash can) for easy customer and staff access.
- Have hand sanitizer available for your customers to use, especially at checkout/payment area. Hand sanitizer should have at least 60% isopropyl alcohol.
- Have your staff wear gloves, especially for those taking payments.
- Assign someone to be in charge of monitoring and re-stocking as supplies are depleted.

Educate customers on why hygiene is important

Provide signage on hygiene



Download:
https://cdn.safety.colostate.edu/wp-content/uploads/2020/04/Soapfor20.pdf

Download:
https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html

Post reminders about handwashing

CSU Download Signs: (**English**, **Spanish**)

Download Signage: https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc&Page=2

DIY handwashing stations

Complete sinks for purchase ($239)

- https://deluxecamping.com/products/deluxe-camp-sink-with-running-water?_pos=1&_sid=71adb307e&_ss=r

Build your own sink directions:

- Ideal: Field sink with foot pump (hands-free): https://www.instructables.com/id/Field-Sink/
- Less ideal: Hand faucet field sink:

  University of Minnesota Extension: https://drive.google.com/open?id=1Ronixoj9ebEZvfOPMhBtvNqlcwkKZ6JT

Sink parts for purchase

- Tye Works Standard Hand Wash System ($81): https://www.amazon.com/Tye-Works-Advanced-System-Sanitation/dp/B007QXK5MW/ref=lp_9114601011_1_2?srs=9114601011&ie=UTF8&qid=1583444463&sr=8-2

Don't forget the trashcan!

- Need to contain trash with either a lid or by using an enclosed receptacle
- Need to have a liner
- Put rocks or sandbags in the bottom for weight
- Hands-free open/close is best

Employee health and hygiene

- Instruct sick employees to stay home
- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors or market managers

- These symptoms may appear **2-14 days after exposure to the virus:**
  - Fever
  - Cough
  - Shortness of breath or difficulty breathing
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - New loss of taste or smell

Employee health and hygiene

If employees become sick at work, send them home immediately and:

- Clean and disinfect all surfaces in their workspace
- Consider exposed any one else who close contact (i.e., within 6 feet) with the employee during this time. Consult with the local health department for additional guidance.

Employee health and hygiene

- Remind employees to not touch their eyes, noses, mouths or any other area on their face
- Have employees wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, handles, toilets, faucets, and payment devices
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Train employees on the proper use of gloves and face coverings
- Disinfect high touch surfaces on a regular basis, including reusable bins and buckets, tools, railings, doorknobs, tables, etc.

Should we use gloves?

- Consider using them for certain activities – prioritize their use
  - Direct produce handling at or right before point of sale
  - Taking payment at farm stands/markets
- Be prepared with multiple sizes
- Train employees to wash hands before putting gloves on and after touching anything other than what they are using them for (food, money, etc.)

Caution: NEVER blow into gloves or roll them to make them easier to put on

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Best practices for glove use

COVID-19 Gloves: Best Practices for Produce Growers

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Best Practices for Farms

The following are best practices to help farmers keep their workforce healthy, their food products safe, and to protect their businesses as much as possible during this COVID-19 outbreak. Farmers are encouraged to continue these best practices and integrate them into their farm hygiene and sanitation systems to ensure their on-farm health and hygiene standards remain at a high level into the future.

Glove Use

Gloves create a barrier between germs on our hands and the things we touch. Correct use of gloves may reduce the spread of COVID-19. Follow these important tips to help protect coworkers, customers, and yourself.

When to Wear Disposable Gloves

When gloves are in limited supply, you may wish to prioritize their use to the operations when you closely interact with others. Consider using disposable gloves for:

- Direct produce handling at the point of sale.
- Accepting payment from customers.

Remember to change gloves and wash hands when switching tasks.

Types of Gloves

Reusable gloves

- Keep clean through frequent washing and drying.
- Discard gloves that are worn, torn, or heavily soiled.

Disposable gloves

- Do not wash or reuse disposable gloves.
- Change gloves at least every 4 hours when working on the same task, or sooner if you change tasks or gloves become soiled or torn.
- Discard after use.

**These gloves are intended for disease prevention and are not to be used when handling or applying agricultural chemicals.

COVID-19 Gloves: Best Practices for Produce Growers

Tips for Proper Glove Use

- Wash your hands with soap and water before putting on gloves and after removing them.
- Wear the appropriate size of glove. If gloves are too loose they can fall off your hands, and if they are too tight they may tear easily.
- Do not touch your face, hair, or clothing while wearing gloves.
- Change gloves as appropriate, such as when you switch tasks, if you cough or sneeze into gloves, and if they rip or tear.

April 14, 2020

How to Safely Remove Disposable Gloves

1. Hold the outside of one glove by the wrist.
2. Peel the glove down, turning it inside-out.
3. Pull the glove off, holding it inside-out with your gloved hand.
4. Slide the fingers of your now bare hand under the wrist of the other glove.
5. Peel the glove downward, turning it inside-out.
6. Pull it all the way down, over the first inside-out glove you are holding.

Image modified from: https://www.globus.co.uk/how-to-safely-remove-disposable-gloves

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What about masks for everyone?

TIP: If you have long hair, cover or tie it back before putting on a mask

Cloth face coverings:

- CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain
- FDA has clarified information on face coverings for the food and ag industry
- Important to use properly so mask does not become a source of contamination:
  1. fit snugly but comfortably against the side of the face
  2. be secured with ties or ear loops
  3. allow for breathing without restriction
  4. cover both nose and mouth
- Limited N-95 mask supply, they are needed by frontline health workers
- More information on cloth face coverings: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

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Best practices for using face coverings

COVID-19
Face Coverings:
Best Practices for Produce Growers

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Best Practices for Farms

The following are best practices to help farmers keep their workforce healthy, their food products safe, and to protect their businesses as much as possible during this COVID-19 outbreak. Farmers are encouraged to continue these best practices and integrate them into their farm hygiene and sanitation systems to ensure their on-farm health and hygiene standards remain at a high level into the future.

Face Covering Use

Correct use of face coverings may reduce the spread of COVID-19. Follow these important tips to properly use face coverings and help protect workers and customers.

When to Wear Face Coverings

Use face coverings when keeping 6 feet of distance between coworkers or others is hard to maintain, for example:

- Employee meetings
- Farm stands
- Packing houses
- Transportation in vehicles

Remember, face coverings are most effective when practiced with proper hygiene and physical distancing.

Types of Face Coverings

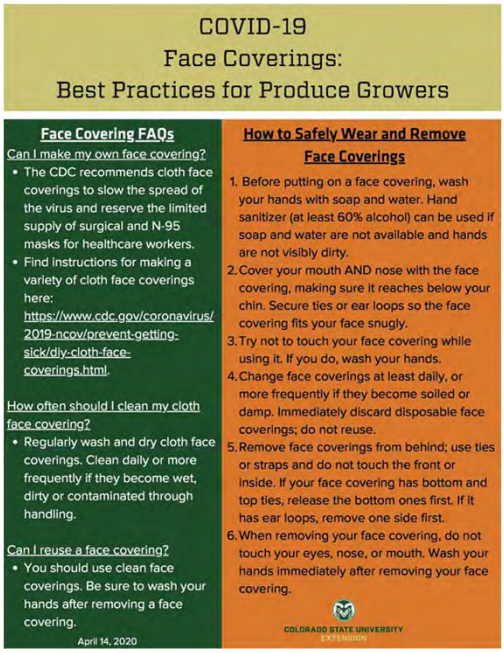
Cloth face coverings

- Should include multiple layers of fabric.
- Should allow for unrestricted breathing.
- Secure using ear loops or ties.
- After use, clean in a washing machine and dry before using again.

Disposable face coverings

- Intended for one-time use.
- Do not wash or reuse.
- Discard after use.

**These face coverings are designed to reduce the spread of disease but are not to be used when handling or applying agricultural chemicals.



COVID-19
Face Coverings:
Best Practices for Produce Growers

Face Covering FAQs

Can I make my own face covering?

- The CDC recommends cloth face coverings to slow the spread of the virus and reserve the limited supply of surgical and N-95 masks for healthcare workers.
- Find instructions for making a variety of cloth face coverings here: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html.

How often should I clean my cloth face covering?

- Regularly wash and dry cloth face coverings. Clean daily or more frequently if they become wet, dirty or contaminated through handling.

Can I reuse a face covering?

- You should use clean face coverings. Be sure to wash your hands after removing a face covering.

April 14, 2020

How to Safely Wear and Remove Face Coverings

1. Before putting on a face covering, wash your hands with soap and water. Hand sanitizer (at least 60% alcohol) can be used if soap and water are not available and hands are not visibly dirty.
2. Cover your mouth AND nose with the face covering, making sure it reaches below your chin. Secure ties or ear loops so the face covering fits your face snugly.
3. Try not to touch your face covering while using it. If you do, wash your hands.
4. Change face coverings at least daily, or more frequently if they become soiled or damp. Immediately discard disposable face coverings; do not reuse.
5. Remove face coverings from behind; use ties or straps and do not touch the front or inside. If your face covering has bottom and top ties, release the bottom ones first. If it has ear loops, remove one side first.
6. When removing your face covering, do not touch your eyes, nose, or mouth. Wash your hands immediately after removing your face covering.

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Reminder: food contact vs. non-food contact surfaces and how to manage them

Food contact surfaces:

- Tables
- Bins
- Scales
- Boxes/bags
- Coolers

Clean and sanitize regularly (before & after use)

Non-food contact surfaces:

- Payment equipment
- Cash/token boxes
- Vehicles

Clean and disinfect regularly (before use)

High-touch surfaces:

- Touchscreens on payment equipment
- Cooler handles/lids
- Truck steering wheels

Clean and disinfect frequently (once per hour or more often)

Sanitation resources

Personal protective equipment and other hygiene resources:

- PPE Sourcing for Food and Ag Industry (United Fresh)
- Top 40 Industrial Distributors of PPE (United Fresh)
- List of Distilleries Making Hand Sanitizer to Fight COVID-19 (Distilled Spirits Council of the United States)
- Map of Distilleries Making Hand Sanitizer (American Distilling Institute)

Chemical products:

- **Food contact surfaces**: https://producesafetyalliance.cornell.edu/sites/producesafetyalliance.cornell.edu/files/shared/documents/PSA-Labeled-Sanitizers-for-Produce.xlsx
- **Non food contact surfaces:** EPA List N – products approved for use against viruses and other emerging pathogens: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Sanitation at the point of sale

- Use disinfecting wipes or sprays for frequently disinfecting high-touch surfaces such as touchscreens, cash boxes, tables, plastic crates, cooler lids.
- Regularly disinfect payment devices with disinfecting wipes containing at least 70% alcohol. Allow surface to dry thoroughly. Consider adding a wipeable surface onto a touchscreen.
- Use a non-porous table that can be easily cleaned and sanitized (if you are placing food directly on its surface). Only use a table cloth if it can be washed after each use.
- Consider using sneeze guards to support physical distancing from customers.

Product handling: physical distancing & minimal touches

- No product sampling
- Prepared foods should be to-go items only
- Pre-package/pre-bag foods, and/or pre-weigh produce
- Encourage customers to pre-order food, using an online platform or by e-mail/phone
- Have some product for display purposes so customers can see but not touch (or keep product a minimum of 3 feet away from customers)
- Do not allow customers to access coolers or other containers used to hold product
- Bag or box products in bags/boxes for customers and then provide the package after payment is complete

Product handling for CSA pick-ups

- Have shares already boxed for customers to take home
- Advise customers to take their box without touching other boxes
- If shareholders are splitting a box with another family/person, have them split the food after they leave the pick-up site
- Have share add-ons (bread, eggs, value-added products) prepackaged and ready to insert in customer boxes (remember to maintain correct holding temperatures for meats, eggs, dairy and other products)
- If you would like to offer swap items (i.e., more kale for less chard), have those swaps already packaged

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Safe handling of packaging materials

- Only use new or clean materials to hold, package and sell produce
- Store packaging away from customer accessed areas
- Do not accept returned packaging from customers unless you can clean and sanitize it
- Examples:
  - Materials you cannot sanitize – cardboard
  - Materials you can sanitize – reusable plastic crates

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Managing reusable bags

Plastic & nylon bags:

- Clean inside and outside of the bag with soapy water and rinse.
- Spray or wipe down the bags inside and out with diluted bleach solution or recommended disinfectant.
- Allow bags to air dry completely before storing and using.

Cloth bags:

- Wash in warm water with normal laundry detergent.
- Dry on the warmest setting possible.
- See CDC guidelines on laundry.

Sources: North Carolina State University, https://foodsafety.ces.ncsu.edu/wp-content/uploads/2020/03/Reusable-bags_COVID-19_Flyer.pdf?fwd=no;
CDC, https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fcleaning-disinfection.html

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Handling payments

- Use dry erase boards, large signs or large font product labels (recommended at least 40 pt or 3/8") that are visible from six feet so that customers can quickly see the prices of products for sale.
  - Example size: $5.00
- Use digital payment methods to reduce cash payments. If possible, eliminate signatures with those payment methods to reduce customer contact with payment devices.
- Price products to the nearest dollar so that handling coins is not required to make change.
- Have a container that customers can place cash in (no-touch for staff).
- Dedicate a separate person (if possible) to take payments and make change. Have this person wear gloves.

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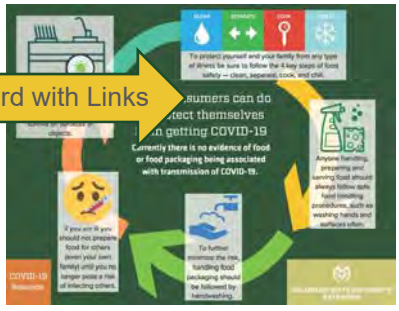
Summary of recommendations

- Increase the number of well-stocked handwashing and hand sanitizing stations
- Communicate to your employees what your processes are for health and hygiene; cleaning, sanitizing; and disinfecting; and how to manage your farm stand
- Keep your customers up to date on order information, visitor policies, and pick-up protocols
- Order/print and post signage to communicate with customers including directional signage telling where should people go and informational signage about the shopping process
- **Remember** to continue all food safety practices including your normal cleaning and sanitizing routines and associated recordkeeping. The recommendations we discussed today highlight ways to prevent transmission of COVID-19.

Communication tools and strategies with customers

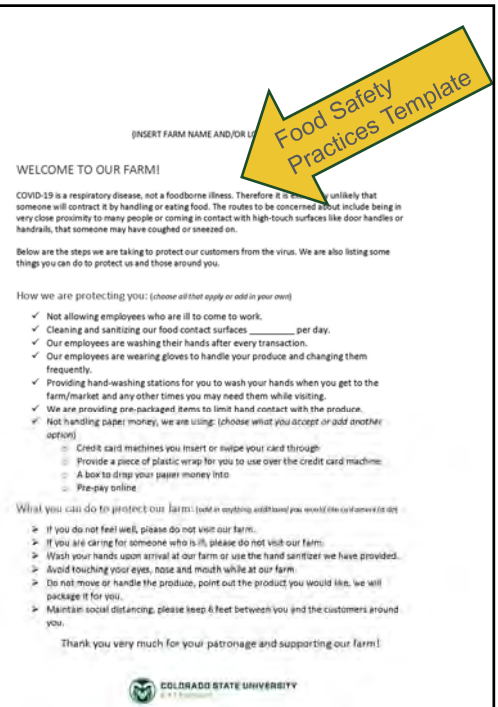
Available from CSU Extension

Graphic Card with Links



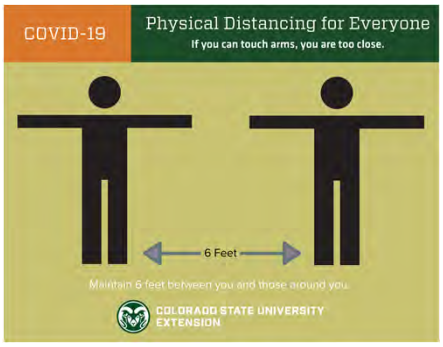
Fresh Produce Fact Sheet

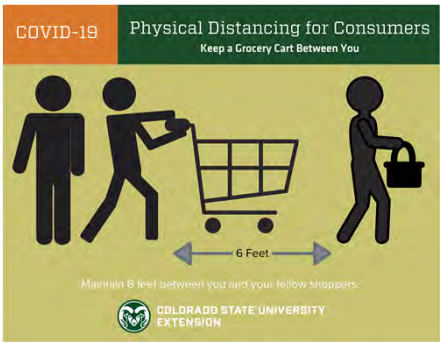
Food Safety Practices Template

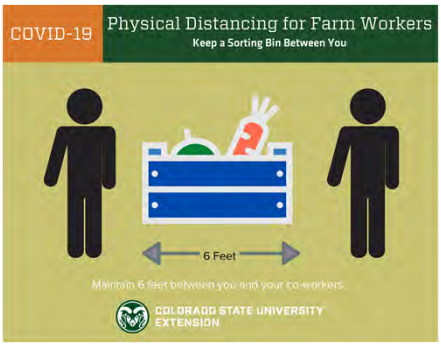


Physical distancing communication

Available to download and print: www.coproducesafety.org/covid-19







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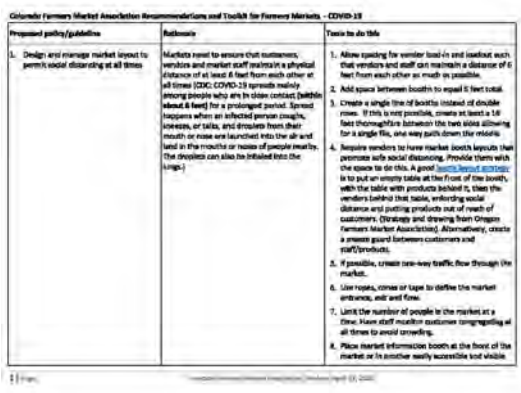
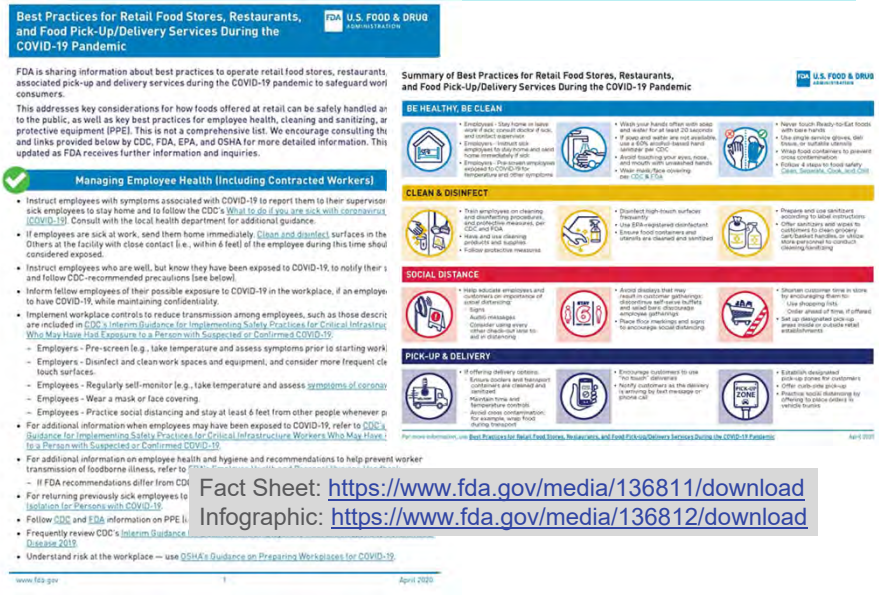
Additional resources

CFMA Guidelines



https://drive.google.com/file/d/1oz7Uz4iHhIiVMW-Z0tGt2-E8mLZIdDsO/view

FDA Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic



Fact Sheet: https://www.fda.gov/media/136811/download
Infographic: https://www.fda.gov/media/136812/download

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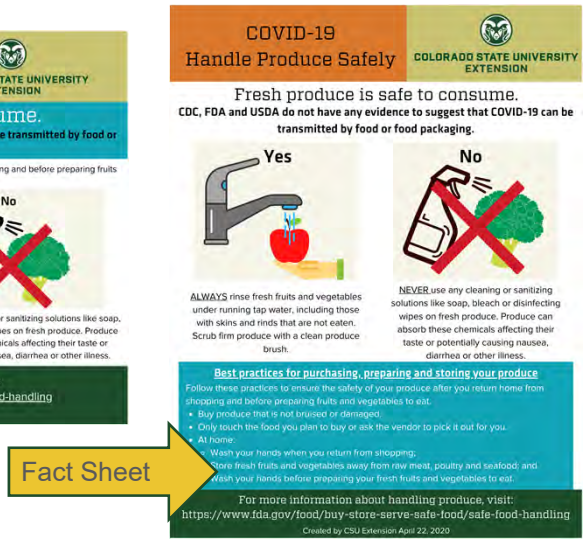
Customer education resources



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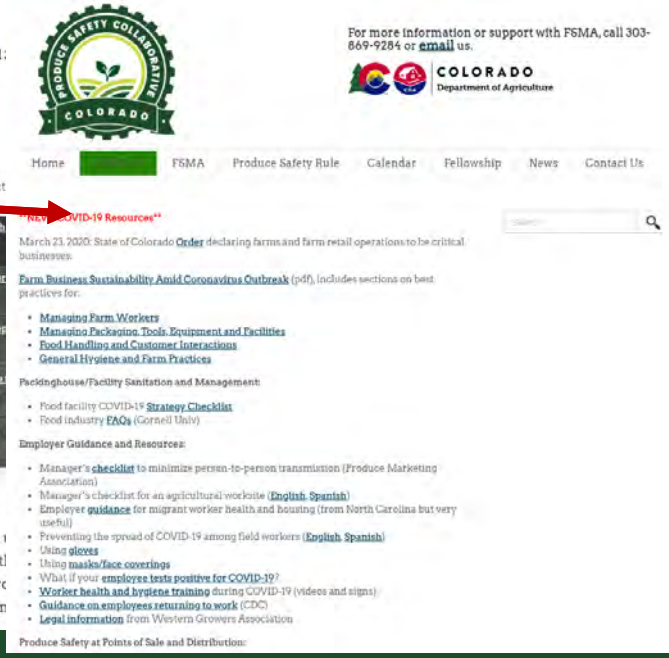
Where can you find more information?

www.coproducesafety.org



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Additional resources

- Centers for Disease Control COVID-19 information: https://www.cdc.gov/coronavirus/2019-nCoV/index.html
- CSU Extension produce safety resources and tools: http://freshproduce.colostate.edu/covid-19-resources-and-information/
- FDA Food Safety and COVID-19: https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19
- USDA coronavirus information for foods: https://www.usda.gov/coronavirus
- Colorado Department of Public Health and Environment: https://covid19.colorado.gov/

Contact Information

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https://www.cdc.gov/handwashing/images/keepcalm.gif