

Outdoor and Takeout/Delivery Food Service

If you operate an outdoor and takeout/delivery food service business in New York City, new mandates from New York State require you to do the following at the start of Phase 2:

- **Develop a [Safety Plan](#)** and post it at your work site
- **Read [New York State \(NYS\) guidelines](#)** and affirm compliance.
- The State requires that you **affirm that you have reviewed and understand the State-issued industry guidelines** and that you will implement them. You can fill out the affirmation form [here](#).

View the full list of requirements on the State website to make sure you are in compliance, and protect your employees and customers by taking the following steps to prevent the spread of COVID-19. These are some examples of best practices.

1. Stay Home if Sick

Unless you are leaving for essential medical care ([including testing](#)) or other essential errands, stay home if you are sick.

- Consider implementing sick leave policies that encourage workers to stay home if sick.
- Post the [Stop the Spread](#) poster in employee areas. Additional languages are available on the www.nyc.gov/health/coronavirus website by calling 311 to order a copy.
- Perform health screenings remotely, before people arrive, where possible.

2. Keep Physical Distance

Stay at least 6 feet away from other people.

- Encourage customers to place orders online or by phone, and allow them to order prior to arrival, and pickup when possible.
- Encourage customers to wait outside for food until it's ready to be picked up.
- Dedicate kitchen staff to one workstation per shift, and modify space to keep staff 6ft apart.
- Consider posting markers using tape or signs that denote 6 feet of spacing and directing foot traffic, including on the ground or floor.

3. Wear a Face Covering

Protect those around you. You can be contagious without symptoms and spread the disease when you cough, sneeze or talk. A face covering may help reduce the spread of COVID-19.

- Consider having face coverings near the front door for those who arrive without them.
- Encourage customers to wear face coverings when seated but not eating.

4. Practice Healthy Hand Hygiene

Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your face with unwashed hands; and cover your cough or sneeze with your sleeve, not your hands.

- Make hand sanitizer available in high-touch areas, like near restrooms, exits, and cashiers.
- Encourage customers to view menus online or on a menu board instead of having to handle them.
- Encourage frequent handwashing [with signage](#).
- Encourage contactless payment.

- Have customers pack their own take-home boxes.

The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language Frequently Asked Questions for [each sector re-opening in Phase 2](#), in adherence with the New York State guidance.

Additionally, the Department of Small Business Services (SBS) and the Department of Consumer and Worker Protection (DCWP) have created [this simple flyer](#) for businesses and workers.