



Town of Arlington
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Guidance for Food Establishments to reduce the spread of COVID-19 through Curbside Pickup and Delivery Operations

The Arlington Board of Health has received questions regarding curbside pickup and delivery operations that comply with the recent Town order that food establishments are prohibited to allow take-out orders from patrons who are inside their establishment. Grocery stores, pharmacies, and convenience stores are exempt from this order. Per the most recent clarification issued on March 26, 2020, at no time is a customer permitted to place an order inside or at the door of a food establishment. Orders should be made online or via phone ahead of time to limit the congregation of people waiting for orders to be prepared outside of establishments.

Curbside Pickup

1) Customers can either call ahead or order online. Food establishments should make sure that their phone numbers are advertised online, on its webpage, on Google, through the [Town's list of operating businesses](#), or visible on the outside of the food establishment. Please contact Ali Carter, Economic Development Coordinator, at acarter@town.arlington.ma.us to be added to the Town's list. When an order is placed, the order should be assigned an order number and given to the customer. It is strongly recommended that customers pay for their orders online or over the phone.

2) Customers can pick up an order by going to the food establishment. If a customer drove to the establishment, they should call the establishment and let the establishment know what their order number is. An establishment employee should deliver the order to the customer in their vehicle directly, and accept payment if not provided over the phone or online. If a customer walked to the establishment, they should call the establishment and let the establishment know what their order number is as they wait outside the establishment. An establishment employee should deliver the order to the customer directly (outside of the establishment), and accept payment if not provided over the phone or online.

3) Once the establishment employee has completed the delivery transaction, they should sanitize their hands by washing them with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol base.

Please flip over for guidance on delivery operations.

Delivery

- 1) Customers can call ahead or order online, either directly with the food establishment or through a food delivery app. Food establishments should make sure that their phone numbers are advertised online, on its webpage, on Google, on a food deliver app, through the [Town's list of operating businesses](#), or visible on the outside of the food establishment. Please contact Ali Carter, Economic Development Coordinator, at acarter@town.arlington.ma.us to be added to the Town's list. When an order is placed, the order should be assigned an order number and given to the customer. It is strongly recommended that customers pay for their orders online or over the phone.
- 2) Food delivery app employees should be handled the same way as customers. Food delivery app employees can pick up an order by going to the food establishment. They should call the establishment once they have arrived outside and let the establishment know what their order number is as they wait outside the establishment. An establishment employee should deliver the order to the customer directly (outside of the establishment), and accept payment if not provided over the phone or online.
- 3) Delivery employees should transport the order and call the customer when they arrive at the delivery location. The delivery employee should then deliver the order directly to the customer, and accept payment if not provided over the phone or online.
- 4) Once the delivery employee has completed the delivery transaction, they should sanitize their hands by washing them with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol base.