



## Wiscasset Police Department

51 Bath Road, Wiscasset, ME 04578  
Office 207-882-8202 Fax 207-687-7005  
Larry Hesseltine, Chief of Police



The Wiscasset Police Department has received a few complaints regarding some local business's violating the Governor's Order (Highlighted below). The purpose of this notice is just to clarify the order and give you a contact for the Health Inspector for our area should you have any questions or concerns.

From Vanessa Knipping: Health Inspector for our district

Eating establishments should be able to open in May as long as they can make appropriate accommodations and operate safely during the COVID-19 Pandemic. Currently we have guidance for eating establishments wishing to operate prior to June 1<sup>st</sup>, we do not have guidelines for phase II of the Governor's Reopening Plan. We are hoping these guidelines will be released soon. In compliance with the Governors Executive Orders, restaurants are able to provide carry-out, quick service, and delivery operations. All indoor/outdoor dining is prohibited; therefore, customers will not be able to sit or dine in the outdoor picnic area. Establishments must provide signage, tape or other means to mark six foot spacing for employees and customers in line to maintain appropriate distancing. As of May 1<sup>st</sup> cloth face coverings must be worn if physical distancing is not possible.

Please feel free to reach out to Vanessa directly if you have any questions and/or concerns.

Vanessa.Knipping@maine.gov

### Department of Health and Human Services

*Maine Center for Disease Control and Prevention - Preserve ~Promote ~ Protect*

### Division of Environmental and Community Health Health Inspection Program

286 Water Street, 3<sup>rd</sup> Floor  
11 State House Station  
Augusta, ME 04333-0011

Tel: (207) 441-0746  
Fax: (207) 287-3165  
TTY: Call 711 (Maine Relay)

Larry Hesseltine  
Chief of Police

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner

Maine Department of Health and Human Services  
Maine Center for Disease Control and Prevention  
11 State House Station  
286 Water Street  
Augusta, Maine 04333-0011  
Tel; (207) 287-3016; Fax (207) 287-9058  
TTY: Dial 711 (Maine Relay)

## **Physical Distancing Guidance for Ordering, Pick-up and Delivery for Eating Establishments during COVID-19**

- Consider remote ordering via phone or online.
- Consider posting a stop sign at walk-up windows to avoid walk-ups by customers.
- Consider posting signs at the driveway entrance instructing people to stay in cars to order. Have ordering information prominently displayed for customer use.
- Consider having a staff person outside to direct traffic.
- Consider having a staff person posted outside to take orders from a safe distance and then relay the order to the kitchen.
- Consider using a remote handheld POS system for a staff person to take and relay orders from a safe distance.
- Consider having car-side and curbside delivery.
- Remove or post as “closed to customer use” any seasonal tables and chairs that are outside the establishment.
- Provide individual single service condiments upon request. Shared bulk food items in pump or squeeze bottles are prohibited.
- Provide single use utensils and napkins upon request. Do not provide these items for customer self-service.
- Self service beverage stations that have coffee machines and/or air pots to dispense beverages are prohibited.
- Do not allow people to congregate inside to wait for their order.
- If ordering at a window or inside an establishment cannot be avoided, mark 6-foot separations for people on the ground/floor.

For additional information, please contact the Health Inspection Program at:  
207-287-5671

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

## BE HEALTHY, BE CLEAN

- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employees - Instruct sick employees to stay home and send home immediately if sick
- Employees - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

## CLEAN & DISINFECT

- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

## SOCIAL DISTANCE

- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing



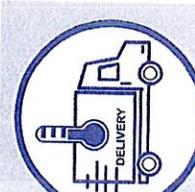
- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

## PICK-UP & DELIVERY

- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks