



NEW HANOVER COUNTY

COVID-19 Community Guidance

Drive-thru & Curbside Operations

Updated: April 8, 2020

PHYSICAL DISTANCING

- Keep 6 feet separation between staff and customers always
- Do not lean into car when delivering food/items curbside
- Place items in unoccupied areas of vehicle when possible (trunk, passenger seat)
- If receiving payment, use contactless forms (online, phone, mobile pay)

HAND/FACE/RESPIRATORY HYGIENE

- Thoroughly wash hands often using soap and water for at least 20 seconds
- Do not touch face with unwashed hands
- Follow CDC face covering guidance – protect others by wearing a cloth face covering or a surgical mask.
[See CDC guidance on cloth face coverings here.](#)
- Use alcohol-based hand sanitizer (with at least 60% alcohol) on clean hands between each customer
- Wear gloves when available
- Staff should touch only items assigned to their task or station
- Never take back items from customer/participant. Once items are provided to the driver/vehicle occupant, do not take anything back.

DISINFECTION

- Disinfect common touch surfaces regularly (pens, door handles and touch screens)
- Disinfect service counter or pick-up area between customers
- Minimize contact with touch surfaces (car door handles, common pens, and doorknobs)
- Provide pre-wrapped utensils to minimize contamination