

# Mandatory Emergency Order Guidelines for Food Markets & Restaurants

CITY OF CAMBRIDGE  
Inspectional Services  
Department  
831 Massachusetts Ave.  
617-349-6100

Thank you sincerely for remaining open to serve the community. Access to food is a lifeline for the city at a very difficult time. Our inspectors will be visiting and calling to assess social distancing practices at food markets and restaurants over the next few weeks, so expect follow up to these measures that we are urging markets and restaurants to adopt. These are not regular enforcement checks, but rather to offer assessment and assistance to food establishments. Please read through the follow requirements and best-practices below with staff and remind them that the two most important personal hygiene measures haven't changed:

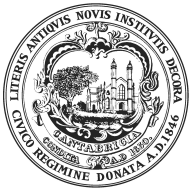
- **Wash your hands**, even if you wear gloves, every 30 minutes. Some use a timer.
- **Do not touch your face or hair** unless you have just washed your hands.

**Firstly, please inform your staff of the Mandatory Emergency Order the City issued on Friday, March 20th. Key provisions of the order include:**

1. Outside (re-usable) shopping bags are not permitted for use in any retail establishment.
2. Bag fee waived. Customers will use bags provided by the retail establishment and no customer will be charged the 10 cent fee for paper or compostable plastic bags.
3. Enforce social distancing with clear markings. Instruct staff and customers to maintain a distance of 6 feet at all times. This is most easily enforced with clear tape markings to show customers where they should stand while in line.
4. Maximum shopper number. Limit the number of customers and staff inside the establishment simultaneously.
5. Employee-enforced distancing. Have one employee guide customers to form a line and wait outside of the store, also keeping a full 6 feet apart. Only let people in when someone leaves, keeping the number of people inside the store under your maximum shopper number.
6. The order remains effective until further notice.

Additionally, here are some **best practices** that we urge you to follow:

- a. Facilitate home delivery.
- b. Facilitate online ordering and payment, and make online purchasing available for EBT.
- c. Facilitate drive-up and bagger delivery directly to car trunk (no face-to-face).
- d. Install sneeze-guards between customer and cashier (available through Cambridge DPW at no cost – 617-349-4800)
- e. Provide PA announcements every 20-30 minutes to remind shoppers to use provided hand-sanitizer, keep social distance, avoid crowding, keep distance at the check-out, and to not load items onto the conveyor belt until the customer in front has completed their transaction. Add to the announcement that healthy individuals may be using face-masks to protect themselves and others.
- f. Distance lines by closing every other register, and marking floor for 6-foot spacing within lines establishing a one-way only flow for shopping in any market that has more than one aisle.



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- g. Discourage use of cash and ask customers to wipe down card readers before use; cashiers should wipe down card readers after every customer.
- h. Consider outdoor sparse market areas for selling essential items so that fewer people need to go inside the store
- i. Download the Cambridge Public Health Department's surface hygiene guidance for businesses and public offices (PDF) [www.cambridgema.gov/SurfaceHygieneGuidance](http://www.cambridgema.gov/SurfaceHygieneGuidance)
- j. View other resources COVID-19 resources and information at [www.Cambridgema.gov/covid19](http://www.Cambridgema.gov/covid19)

**These additional important measures will help enormously to cut down the rate of transmission of the COVID-19 virus.**

**Thank-you for your cooperation in this matter.**

Date: March 31, 2020

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By: Ranjit Singanayagam, Commissioner of Inspectional Services