



Effective Date: December 3, 2020

Sector Guidance – Self-Service Operations

Authority: Executive Order No. 20-66, ORS 433.441, ORS 433.443, ORS 431A.010

Applicability: This guidance applies to operators of self-service operations in retail stores and eating and drinking establishments including but not limited to, convenience stores, grocery stores, restaurants, bars, breweries, brewpubs, wineries, tasting rooms and distilleries statewide.

This guidance does not apply to the display and sale of produce, bulk foods, packaged foods in grocery, convenience or other retail stores.

Enforcement: To the extent this guidance requires compliance with certain provisions, it is enforceable as specified in Executive Order No. 20-66, paragraph 10.

Definitions: For purposes of this guidance, the following definitions apply:

- “Alcohol Tasting” means no more than a 1/2 ounce of distilled spirits, 1 ½ ounces of wine/cider, or 3 ounces of malt beverage.
- "Bulk Food" means unpackaged or unwrapped, processed or unprocessed food in aggregate containers from which quantities desired by the consumer are withdrawn, but does not include fresh fruits, fresh vegetables, nuts in the shell, salad bar ingredients or potentially hazardous foods.
- “Multiple touch point” means a self-service operation where the customer touches more than one surface to access food or drink products, including but not limited to, salad bars, buffets, continental breakfast operations, conveyor belt food operations, **and** frozen yogurt condiment bars.
- “Packaged” means bottled, canned, cartoned, securely bagged, or securely wrapped, whether packaged in a food establishment or a food processing plant.
- "Potentially Hazardous Food" means any food that consists whole, or in part, of milk or milk products, eggs, meat, poultry, fish, shellfish, edible crustacea or other ingredients, including synthetic ingredients, in a form capable of supporting rapid and progressive growth of infectious or toxigenic microorganisms, but does not include food which has a pH level of 4.6 or below or a water activity (Aw) value of 0.85 or less.
- “Produce” means raw horticultural products such as fruits, vegetables, berries or nuts that have not been processed.
- “Sample” means a three-ounce or less portion of food or non-alcoholic beverage.

- “Self-service operations” means any operation where a customer is able to obtain food or drink products without the assistance of an employee or staff person, including but not limited to single-serving food or drink machines or stations, frozen yogurt machines, coffee dispensers and growler refill stations.

Operators of self-service operations are required to:

- Review and implement the [Retail Stores Guidance](#), as applicable.
- Comply with the [Eating and Drinking Establishments Guidance](#) based on the designated risk level of the county in which the operation is located, if providing on-site consumption of food and beverage, including tastings and samples.
 - In extreme risk counties on-site indoor food and beverage consumption areas, including but not limited to food courts and seating areas, must be closed.
- Ensure all communal food or drink sources with multiple touch points including, but not limited to, salad bars, buffets, continental breakfast operations, conveyor belt food operations, and frozen yogurt condiment bars, are distributed only by employees to customers and are not self-service.
- Comply with applicable local and state food sanitation rules:
Local County Public Health - [Food Sanitation Rules \(OAR 333-150\)](#)
Oregon Department of Agriculture - [Retail Food Code \(OAR 603-025-0030\)](#).
- If providing disposable utensils for customers, individually wrap utensils.
- Regularly clean and sanitize self-service operations including, but not limited to, service utensils, fountain drink machines and taps, frozen yogurt machines, coffee dispensers, or growler refill stations. Use disinfectants, according to label directions, that are included on the [Environmental Protection Agency \(EPA\) approved list](#) for the SARS-CoV-2 virus that causes COVID-19.
- Implement and monitor physical distancing requirements for all customers and employees to ensure that customers and staff are not gathering together or crowding in any part of the self-service area.
- Use signs, tape or other physical indicators, to assist with compliance with physical distancing.
- Prohibit customers from refilling unless the customer is using a new or commercially sanitized container for the refill.
- Provide new flatware or containers for customer self-service refills.
- Discard any food that may have been contaminated by customers or employees, due to touching, sneezing or coughing in the service line.
- Regularly clean and disinfect non-food contact surfaces including, but not limited to, touchpoints such as counters, doorknobs and handrails.

To the extent possible, operators of self-service operations in retail stores should but are not required to:

- Develop written Standard Operating Procedures to support self-service operations, including signage, customer instructions, sanitation frequency and personnel assignments.
- Provide hand sanitizer for customer use at the beginning and end of the self-service area.
- Provide disposable gloves, wax paper or single-use utensils for customer use.

Additional resources:

- [Signs you can post](#)
- [Statewide Mask, Face Covering, Face Shield Guidance](#)
- [OHA General Guidance for Employers and Organizations](#)
- [Food Code Fact Sheet #1-Minimizing Bare Hand Contact](#) (applies to county licensed facilities only)
- [ODA No Bare Hand Contact Fact Sheet](#) (applies to all ODA licensed facilities)

Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us.