



Convenience Services Industry Guidelines

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Recommended Procedures for Convenience Services Operators and Customer Locations

NAMA has compiled best practices developed by The US Food and Drug Administration (FDA), Centers for Disease Control (CDC), and the public health sector, as guidance for convenience services operators. The goal is to help operators assure their customers that their machines and products are safe to use and enjoy.

WITHIN YOUR FACILITIES

- Ensure that your facilities comply with your state guidelines.
- Comply with FDA Food Safety Modernization Act guidelines for safe food handling and transportation of product from the point of time of delivery to your warehouse to client site

SANITIZATION

- The principal mode by which people are infected with SARS-CoV-2 is through exposure to respiratory droplets carrying infectious virus. Based on available epidemiological data and studies of environmental transmission factors, surface transmission is not the main route by which SARS-CoV-2 spreads, and the risk is low. In most situations, cleaning surfaces using soap or detergent, and not disinfecting, is enough to reduce risk.
- NAMA suggests that some sanitization guidelines may be useful in complying with customer location policies.
- Ensure that cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.

MASKS

- Fully vaccinated people no longer need to wear masks outdoors or in most indoor settings according to the CDC. The guidance does not override mask orders issued by states, counties, or cities, or private businesses.
- Visit Multi-States COVID-19 Mask Mandates State Tracker for Information on your States mask orders.
- Fully vaccinated people are still told to cover their faces when visiting health care facilities, while flying or taking public transit and in congregate settings such as homeless shelters, prisons, or jails.

HEALTH SCREENING

- Double check state re-opening guidelines regarding temperature testing of employees to ensure compliance.
- Require employees who exhibit signs of illness not to report to work and encourage them to seek medical attention prior to returning.

SERVICING CUSTOMER LOCATIONS

- While fully vaccinated people no longer need to wear masks outdoors or in most indoor settings according to the CDC, NAMA recommends contacting client locations for their updated mask requirements.
- Keep date and time log of location servicing to trace contact in case of positive testing for COVID-19.
- Ensure proper social distancing between employee and customer if not vaccinated. If vaccinated, NAMA recommends reaching out to client locations for their updated social distancing policies.
- Check with customer locations to see if sanitization is still necessary per their policies.
- Fully vaccinated people are still told to cover their faces when visiting health care facilities, while flying or taking public transit and in congregate settings such as homeless shelters, prisons, or jails.