



- Chick-fil-A Restaurants proactively closed dining rooms and playgrounds, nationwide the week of March 16 to limit person-to-person contact. Restaurants are serving guests through the drive-thru, in-restaurant pick up, delivery and curbside delivery. Find more information about service modifications at your local restaurant [here](#).
- When clocking in for their shift, Team Members are prompted to review a list of symptoms, including those of COVID-19, and are advised to go home if they have displayed any symptoms in the past 48 hours.
- Restaurant Team Members have been instructed to wash their hands at a minimum every 30 minutes and to sanitize hands more regularly.
- Provide Purell wipes to our Guests which include alcohol, to help kill the virus.
- To help Restaurant Team Members maintain six feet separation from each other and Guests whenever possible, we have created a visual diagram with guidelines. Because each restaurant is independently owned and operated and their building design and operations vary Restaurant-to-Restaurant, these operations may look different at your local location.
- To further limit person-to-person contact, we are recommending the start of a new procedure where Guests will have the ability to swipe their own credit card. Team Members collecting are encouraged to wear gloves and are asked to change gloves and wash hands after every interaction with cash.
- Payment and meal delivery will be carried out by separate Restaurant Team Members, so a Team Member who processes payment should not touch any packaging. (Food preparation has always been done by different Team Members than those handling payments or serving Guests.)
- Delivery, Curbside delivery and carryout orders are served in tamper evident packaging to ensure they have not been opened since prepared and packaged.
- Chick-fil-A Restaurants utilize three different cleaners that are on the EPA list of antimicrobial products for use against COVID-19 or have been granted as acceptance to use to kill COVID-19. Team Members use these products to disinfect Restaurants throughout the day, with greater frequency at high touchpoints. Point of sale systems are sanitized every 30 minutes or less with one of these three different disinfectants.
- Chick-fil-A has sent guidance to all its vendors and delivery partners who regularly make stops at our restaurants advising them on our enhanced protocols to help ensure they are taking necessary precautions to protect our restaurants and communities.