

# Guidance for Safe Operation of Beverage Dispensing Equipment

Recommendations for Reopening

# Safe Dispenser Operation

According to the **Public Health Agency of Canada (PHAC)**, COVID-19 is thought to spread mainly through close contact from person-to-person in respiratory droplets or prolonged contact with someone who is infected. In addition, it may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.<sup>[1]</sup> **Survival of coronavirus on surfaces is uncertain but practicing PHAC hygiene measures and cleaning practices** <sup>[2]</sup> **in conjunction with provincial and municipal government guidelines is recommended.**

**Unlike a salad bar, fountain beverage dispensers minimize actual customer contact** with the dispensing equipment (i.e. customer's cup pushes the valve to dispense the beverage, on-screen command dispensers with push button has minimal fingertip contact). Coca-Cola beverage dispensers are designed in accordance with the FDA food code and Certified by NSF International to provide the most sanitary environment possible. Beverage dispensers are designed so that, when used properly, levers come in contact with the side of a cup and not the lip of a cup. **Educating consumers and communicating how to properly and safely utilize beverage equipment with visible signage is critical.**

<sup>[1]</sup><https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#h> (How Coronavirus Spreads)

<sup>[2]</sup><https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#p> (Preventing Coronavirus)

# Increasing Confidence

As provinces and municipalities begin their phased in approach for reopening their economies, we suggest the following best practices for safe operation of beverage dispensers. In the initial reopening phase, **having the restaurant employees (or “crew”) serve beverages, for the restaurant is a best practice if feasible for the restaurant.** As provinces move forward with increased operations, we recommend customers continue to follow provincial and municipal guidelines to increase customer confidence and ensure proper hygiene recommendations are followed as outlined in Restaurants Canada’s Navigating COVID-19: Federal and Provincial Government Resources <sup>[1]</sup>

Given the low risk for infection from beverage dispensing equipment, the recommendations that follow are grounded in safety, enhanced sanitation practices and **sample resources that can be leveraged to help educate and increase consumer confidence** around safety.

We thank you for your consideration.

<sup>[1]</sup> <https://www.restaurantscanada.org/industry-news/covid-19-federal-provincial-government-resources/>

# Safe Reopening Guidance

## ***Best practices for beverage dispenser during COVID-19 pandemic:***

- 1. Follow all provincial/municipal laws, regulations and guidelines.*
- 2. Employee distributes the cups, lids, straws, or additional condiments necessary for beverages to customers;*
- 3. Signage on or near equipment to show how to properly use equipment to prevent contamination;*
- 4. Requirement of a new cup for a refill;*
- 5. Touchscreen surfaces (e.g., Coca-Cola Freestyle) and pushbuttons are used with a single-use disposable barrier, such as a glove or tissue; if barrier is not readily available, alcohol-based hand sanitizer with at least 60% alcohol stationed near the dispenser;*
- 6. Restaurants should maintain responsibility for frequently wiping down machines (cleaning, disinfecting and sanitizing).*

# Safe Reopening Guidance

## Prioritize Cleaning Routines

Continue practicing daily, weekly and cleaning and sanitizing routines:

### DAILY

Cleaning the Dispensing Valves



**STEP 1**  
Wash hands with soap and water.

**STEP 2**  
Prepare 2.5 gallons of 100% or chlorine-based sanitizer solution in a dedicated bucket. Stir until crystals are dissolved. See packet for instructions and necessary precautions.

**STEP 3**  
Remove nozzles and diffusers from dispensing valves.



Approved wipes for Coca-Cola Freestyle screens or pushbutton valves on traditional dispensers:

- Clorox / Lysol Disinfecting Wipes
- PURELL Surface Sanitizer

## Offer Low Cost Disposable Barriers



Offer low cost disposable barriers to beverage equipment

Keep it simple, use what you can source or based on available supplies. Glove supplies may be limited and may not suit single use in outlet

Barriers are intended to reduce contact but regular cleaning is the priority

# Promoting Guest Safety & Confidence

## Safe Dispenser Lever Instructional Sign



The instructional sign features the Coca-Cola logo and the slogan "together we can". It includes a green checkmark icon and the text "Push lever with lower portion of cup". Below this is an illustration of a hand holding a red cup under a dispenser lever, with a green circle highlighting the correct contact point. To the right, the text "Let's do our part by practicing these guidelines:" is followed by a numbered list of three instructions. At the bottom right, a small note states "This dispenser lever is designed in accordance with the FDA food code".

**together we can**

✓ Push lever with lower portion of cup

**Let's do our part by practicing these guidelines:**

1. Push lever with lower part of the cup
2. Do not touch lip of cup to lever
3. Do not touch lever with your hands

This dispenser lever is designed in accordance with the FDA food code