



# Division of Food and Recreational Safety

March 24, 2020

## Guidance for Serving Unpackaged Foods at Grocery, Convenience Stores

The Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) wants to provide you additional guidance on Gov. Tony Evers' [emergency order](#) limiting public gatherings to fewer than 10 people.

The directive exempts grocery stores and convenience stores with the following requirements:

- **Close all seating** intended for use by customers consuming food.
- **Cease self-service operation** of salad bars, beverage station and buffets.
- **Prohibit customers from self-dispensing** all unpackaged food.

For unpackaged or bulk food products, these are the requirements for how they can be served:

- Customers may not serve themselves items including, but not limited to: coffee, fountain soda and refill water jugs.
- Customers may not handle unwrapped bakery items.
- Employees may serve a customer items including, but not limited to: coffee, fountain soda, refilling or handing a requested bakery item.
- Employees may package bulk food per a customer request.
- Employees may grind coffee beans per customer request.

- Employees may prepare/reheat food items in the kitchen area, package and place the food item in a case for customer self-service. For example, hot dog rollers may be placed in the kitchen to reheat hot dogs for packaging by employees and placement in a customer self-serve hot case.
- Food items may not be reheated in the customer area. All equipment used for reheating (e.g., hot dog or tornado rollers) must be moved into the kitchen for use.
- Packaging operations are limited to facility-provided containers only.

This order remains in effect for the duration of the public health emergency declared in [Order No. 72](#), or until a superseding order is issued.

The [State of Wisconsin created a webpage](#) that offers resources from various agencies and answers to critical questions. Here are a few other resources from the Wisconsin Department of Health Services (DHS) that might be helpful during this challenging time:

- [COVID-19 Information](#)
- [COVID-19 Facts: Why Social Distancing](#)
- [COVID-19 Facts: Protect Your Family](#)

Thank you for keeping Wisconsinites safe by reducing the spread of COVID-19. If you have questions, email [datcpdfrsretail@wisconsin.gov](mailto:datcpdfrsretail@wisconsin.gov).

