

**COVID-19 Resources for NH's Fishing Industry** 

# Direct Seafood Sales: Interacting with Customers

If you or your crew are participating in directly selling your seafood to consumers, here are some suggested Best Handling Practices:

## Remember: proper precautions are very important for crew and customer health and safety!



Wash hands frequently.

### Wear gloves.

Minimize barehanded contact with bags and food containers. Change gloves often (if possible, after every pick-up or drop-off). Always dispose of gloves properly in the trash.



#### **Use a facemask.** Make sure it covers both your nose and mouth to be effective.



**Clean and sanitize** frequently touched surfaces like tables, plastic crates, and containers.

## **Pick-up Procedures:**

 Ask customers ahead of time if they have any symptoms or are ill. If they are sick, ask them to send someone else to pick up their order.



- Ask customers to bring their own sanitized coolers or containers.
- Wear gloves and a facemask. If possible, wash/sanitize hands and change gloves after every pick-up.
- Stagger pick-ups to avoid large groups. Only one customer at a time is preferable.
- Practice social/physical distancing at all times, keeping at least 6 feet apart from others.
- Customers can place their coolers on the ground with payment (or even better, in the trunk of their car) and you ALONE handle and load the seafood.
- Consider using an online payment service (Venmo, PayPal, etc.) instead of cash or check.

## **Delivery/Drop-off Procedures:**

- Ask customer to leave a sanitized cooler outside.
- Ask customer to leave payment in the cooler if payment hasn't occurred online (Venmo, PayPal, etc.).
- Delivery person should wear gloves and a facemask. Wash/sanitize hands after every delivery.





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