

## FACTSHEET

# Contactless cup refill guidelines

How to refill customers' personal, refillable cups



### Method 1

1. Customer takes off the lid and places their clean, reusable cup in another container or on a designated tray.
2. Staff moves container or tray to where the drink will be prepared, making sure to prevent any contact with the customer's reusable cup.
3. Without touching the customer's reusable cup, staff then pours the prepared drink into the customer's reusable cup.
4. Staff brings the container or tray with the customer's reusable cup to a countertop where the customer can then take it away.
5. Staff washes and sanitizes trays and containers at least every four hours.



### Method 2

1. Staff prepares the drink in a reusable "to stay" cup or small vessel that has been washed, rinsed, and sanitized.
2. Staff or customer pours the drink into the customer cup or vessel.
3. Staff washes and sanitizes the cup or vessel used for pouring at least every 4 hours.



### Method 3

1. Customer takes off the lid and staff handles only the lower half of the clean, reusable cup. The upper half of the reusable cup is for the patron's hands only.
2. Staff moves the cup to where the drink will be prepared and staff prepares the drink.
3. Staff hands cup back to customer handling only the lower half of the customer cup.
4. Staff must wash their hands immediately after returning patron's reusable cup.



### For all methods:

All facilities are required to have a written policy to require its staff to adhere to strict handwashing immediately before engaging in food preparation and after engaging in activity that contaminates hands.

The lip-contact area of the reusable cup should not come into contact with the pouring utensil, to prevent cross contamination. If contamination of pouring utensil occurs, the utensil must be properly sanitized or may be discarded (if using a single-use utensil).

Staff may refuse, at their sole discretion, any customer-provided reusable cup that appears to be not safe, clean, made of durable material, corrosion resistant, non-absorbent, smooth, easily cleanable, and of sufficient weight and thickness to withstand repeated washing.

