

COVID-19 RECOVERY: BEACH CITIES BUSINESS GUIDANCE

Conditions are imposed on businesses by the Governor and, in order to reopen, businesses must also be approved to and be in compliance with the Los Angeles County [Reopening Safer at Work and in the Community Health Officer Order](#) (updated July 14, 2020) and conditions laid out by LA County in Reopening Protocol Checklists.

Pursuant to the Governor's orders on July 1, 2020 and July 14, 2020, the following businesses sectors are now closed for indoor operations:

- Dine-in Restaurants
- Gyms and Fitness Facilities
- Indoor Malls Shopping Centers
- Non-Essential Offices-based businesses
- Hair Salons and Barbershops
- Personal Care Establishments
- Bars, Wineries and Brewery Rooms--indoor and outdoor operations prohibited

LOS ANGELES COUNTY REOPENING PROTOCOLS: Before any retail businesses can reopen, they must implement and post the protocol checklist

- [Personal Care Establishments Protocols](#) (Updated 7/16/20)
- [Gyms and Fitness Establishments Protocol](#) (Update 7/13/20)
- [Day Camps Protocol](#) (6/12/20)
- [Restaurants Opening Protocol](#) (updated 7/3/20)
- [Barbershops and Hair Salons Protocol](#) (updated 6/19/20)
- [Retail Establishments Opening for In-Person Shopping Protocol](#) (updated 7/8/20)
- [Office Worksites Protocols](#) (updated 7/8/20)

More guidance and resources for reopening can be found at <https://www.bchd.org/covidreopening>.

Reopening Protocol for Personal Care Establishments: Appendix R Effective as of June 19, 2020

Recent Updates:

7/8/20: Additional information regarding employee leave benefits provided.

7/9/20: Aerosol generating procedures such as steam or oxygen treatments should be discontinued.

7/14/20: Updated to prohibit all indoor operations of personal care establishments. Services may be only provided in outdoor areas, as permitted by the California Board of Barbering and Cosmetology and local zoning or other laws. Tattoo parlors, microblading and permanent make-up and piercing shops may not operate outside.

7/16/20: Mobile or in-home personal care services are not allowed and facial massages that require the customer to remove their face covering is also not allowed

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to safely reopen. The requirements below are specific to personal care services that require the touching of a client's face or body. In addition to the conditions imposed by the State Public Health Officer, businesses and practitioners must also be in compliance with all applicable laws including the conditions laid out in this Protocol.

Services must be provided outdoors. Services that cannot be provided outdoors must be discontinued until such time as indoor operations are permitted to resume. Any barbering or cosmetology services provided outdoors must be approved by the licensing agency, the California Board of Barbering and Cosmetology. Any personal care services provide outdoors must be in compliance with the requirements of the local permitting agency and local, county and/or state regulations or laws. Tattoo parlors, microblading and permanent make-up and piercing shops may not operate outside

Personal care services include, esthetician, skin care and cosmetology services; electrology; nail salons; body art professionals, tattoo parlors, microblading and permanent make-up; and piercing shops; and massage therapy (in non-healthcare setting).

Mobile or in-home personal care services are not allowed.

Hair salons and barbershops are required to adhere the protocol for hair salons and barbershops.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

This checklist covers:

- (1) Workplace policies and practices to protect employee health

- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name: _____

Facility Address: _____

Prior Maximum Occupancy: _____

Occupancy Allowed, per 50%

Occupancy Limit: _____

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- ☐ Everyone who can carry out their work duties from home has been directed to do so. This does not apply to services that are required by law to be conducted in a permitted location.
- ☐ Vulnerable workers (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ☐ All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Workers understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that workers are not penalized when they stay home due to illness.
- ☐ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- ☐ Upon being informed that one or more worker/practitioner, independent contractors and temporary workers test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all workers that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined workers to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19

control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).

- ☐ In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ Workers are provided information on employer or government-sponsored leave benefits that the worker may be entitled to receive, which would make it financially easier to stay at home, including employee's sick leave rights under the Families First Coronavirus Response Act.
- ☐ All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
- ☐ Symptom checks are conducted before workers may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the worker may be experiencing. These checks can be done remotely or in person upon workers arrival. Temperature checks should also be done at the worksite, if feasible.
- ☐ All workers who have contact with the public or other workers during their shift(s) are offered, at no cost, a cloth face covering. The covering must cover the nose and mouth and is always to be worn by the worker during the workday when in contact or likely to come in contact with others. Workers do not need to wear a cloth face covering when the worker is alone in a private office or a walled cubicle.
- ☐ Face shields are provided and worn by workers when servicing customers that require the removal of the client's face covering to provide the personal service. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- ☐ Face shields are to be used, cleaned and disinfected per manufacturer's directions.
- ☐ Workers wash or sanitize hands before and after using or adjusting face coverings.
- ☐ Workers avoid touching eyes, nose and mouth.
- ☐ Workers are instructed to wash their face coverings daily.
- ☐ Independent contractors and temporary workers are properly trained on these protocols and have necessary cloth face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.
- ☐ All workstations are separated by at least six feet.
- ☐ Workers are allowed frequent breaks to wash their hands with soap and water, and workers should scrub their hands with soap for 20 seconds.
- ☐ Break areas, restrooms and other common areas are disinfected frequently, on the following schedule:
 - ☐ Break areas _____
 - ☐ Restrooms _____
 - ☐ Other _____
- ☐ Breaks are staggered to ensure that six (6) feet between workers can be maintained in break rooms at all times.
- ☐ Consider implementing a schedule that allows employees to avoid working during the hottest time of the day or implementing a schedule that allows for frequent breaks to help prevent employees from

becoming overheated.

- ☐ Workers are prohibited from sharing food and beverages. Workers are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms or outdoor eating areas to assure that masks are worn consistently and correctly.
- ☐ Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- ☐ Disinfectant and related supplies are available to workers at the following location(s):

- ☐ Hand sanitizer effective against COVID-19 is available to all workers at the following location(s):

- ☐ Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- ☐ To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all workers.
- ☐ Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- ☐ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties.
- ☐ A copy of this protocol has been distributed to each worker.
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☐ Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except while providing services that require close contact. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- ☐ Barriers (such as plexiglass) are used at reception areas or other areas where physical distancing cannot be maintained in order to minimize exposure between workers and clients.
- ☐ Appointments are staggered to reduce reception congestion and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.
- ☐ Avoid patrons from queuing outside the outdoor salon and consider having a staff person at the entrance of the outdoor salon space to help maintain physical distancing.
- ☐ Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait in their cars instead of waiting in the reception areas. Reception areas should be modified to support adequate physical distancing, including removing chairs and sofas or spacing them further apart. Persons waiting outside should maintain a six (6) foot distance from each other.
- ☐ Workers do not see multiple customers at once. Services for one customer are completed before a new customer is seen by the same worker.
- ☐ Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- ☐ Workers are discouraged from congregating in high traffic areas
- ☐ Occupancy in worker restrooms, break areas and other common areas is limited to permit physical

distancing. Reconfiguration of these sites (is implemented to practice physical distancing.

- ☐ Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- ☐ Staff meetings are held in a area that accommodates physical distancing or are held over the phone or via webinar.

C. MEASURES FOR INFECTION CONTROL

- ☐ Salon services must be provided outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter but only as long as the sides of the canopy or sun shelter are not closed and there is sufficient outdoor air movement. Services that cannot be performed safely outdoors are not permitted until salons may resume indoor operations.
 - Employees are permitted to enter the indoor areas of the salon in order to access supplies, sanitize equipment, use the restroom, take breaks, or to conduct any other essential business operations. Salon customers may not enter the salon at any time or for any reason.
- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased in common spaces and guest rooms.
 - Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all offices, guest rooms and other spaces.
- ☐ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- ☐ Clients are contacted before the visit to confirm the appointment and to advise/ask the following:
 - Bring and use a face covering (preferably with ear loops) during the visit.
 - Wait in your car until your appointment time.
 - Do not bring friends, guests, viewers, or others to the appointment.
 - Whether they or someone in their household is exhibiting any COVID-19 symptoms. If the client answers in the affirmative reschedule the appointment.
- ☐ Maintain a log of all clients with contact information (name, date/time of visit, address, phone and email) if possible, this can be done at the time of registration.
- ☐ Clients are verbally screened for COVID-19 symptoms upon arrival. If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.
 - Both screener and customer should wear a face covering for the screening.
- ☐ Disposable gloves are worn for services that require them. Wearing gloves is to be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- ☐ Amenities, including magazines, books, coffee, water, self-service stations, and other items for customers, have been removed from reception areas.
- ☐ Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- ☐ Workers are using all required protective equipment, including eye protection and gloves when required for service.
 - Workers are required to wear face coverings at all times. A face shield is also to be worn when providing services that do not enable the client to wear a face covering.
 - Disposable gloves are to be worn during the procedures and while performing cleaning and

disinfection of all implements and surfaces after each client session.

- ☐ Clients are required to wear face coverings at all times while in the facility, except when the face covering must be removed for the performance of services involving that part of the face. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unable to remove the mask or cloth face covering without assistance. Individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. If possible, face coverings should be made available to visitors who arrive without them.
- ☐ Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, clean face coverings are offered to customers, should their face covering become soiled.
- ☐ Workers are provided with clean, launderable or disposable smocks which are replaced after each customer.
- ☐ A cleaning and disinfection plan has been developed to address the following:
 - High traffic areas,
 - Common areas and frequently touched objects (e.g., tables, handles, light switches, phones) which should be disinfected on an hourly basis during business hours using EPA approved disinfectants;
 - All handles, hoses, spray nozzles, and other equipment before and after use on a customer;
 - All payment portals, credit card readers, pens, and styluses after each use.
- ☐ Hospital grade Environmental Protection Agency (EPA)-approved products are used to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, etc. Follow the product manufacturer's recommendations for contact time.
- ☐ An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- ☐ Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the worker's job duties.
- ☐ Hard-surfaced, non-porous chair or large hard-surfaced or plastic baskets for clients to put their clothes on or in are available.
- ☐ All appliances at workstations and in treatment areas are properly disinfected between each customer.
 - Non-porous implements, such as tweezers or scissors, are cleaned with hot, soapy water to remove any physical debris, rinsed and dried completely. Followed by immersing the implement in an EPA-registered disinfectant for the full contact time as stated by the manufacturer's directions. Items are removed at the end of contact time, rinsed, and dried with a clean paper towel.
 - For electrical implements such as magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray wipe to remove any physical debris. Followed with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer's directions. Use caution when using a spray and be sure your device is unplugged and do not spray into the motor.
 - For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer's guidance is available, consider the use of alcohol-based wipes containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
- ☐ Treatment tables must be covered with either a treatment table paper, a clean towel, or a clean sheet after each use.
- ☐ Linens are removed (even if the customer did not get under them) and the bed or table is properly disinfected between customers.
- ☐ Workers wear disposable gloves when removing used linens, towels, and other draping, including blankets, and client draping for each treatment.

- ☐ All dirty linens, including towels, and smocks are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Do not shake dirty laundry.
- ☐ Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- ☐ The entire facility, including product display areas, are cleaned and disinfected at least daily.
- ☐ Floors are vacuumed when possible, instead of sweeping or other methods to prevent dispersing of pathogens into the air.
- ☐ All “test” products have been removed and discarded.
- ☐ Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants.
- ☐ Restrooms are free of any unnecessary products such as candles or other supplies.
- ☐ Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
- ☐ Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use.
If electronic or card payment is not possible, customers pay with exact cash payment or check.
- ☐ Optional - Describe other measures to promote infection control:

ADDITIONAL CONSIDERATIONS FOR NAIL SALONS

- ☐ A plastic partition between worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure has been provided, when feasible.
- ☐ Only one manicurist works at each station with one service being provided at one time.
- ☐ Clients are instructed that they must wear cloth face coverings during the entirety of the service.
- ☐ Respirators are used by workers when ventilation is insufficient to reduce exposure below permissible exposure limits established in Title 8 Section 5155. In cases of chemical exposure, only elastomeric respirators with the correct chemical cartridge combined with a particular filter are appropriate for use.
- ☐ Pedicure bowls are cleaned and disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide. Refer to manufacturer’s instruction on mixture.
 - For whirlpool spas, air-jet basis or pipeless foot spas, disinfectant must be circulated for at least 10 minutes.
 - For non-whirlpool foot basins and tubs, soak disinfectant in the basin or tub for at least 10 minutes.Foot-spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used.
- ☐ Disposable supplies are used whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
- ☐ If fans, such as pedestal fans or hard-mounted fans, are used, steps have been taken to minimize air from fans blowing directly from one person toward another. If fans are disabled or removed, monitor possible heat hazards and take steps to mitigate them.
- ☐ All single-use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, are used only once and immediately thrown away in a lined, lidded trash can.

ADDITIONAL CONSIDERATIONS FOR ESTHETICIAN, SKIN CARE AND COSMETOLOGY SERVICES

- ☐ Workers are required to wear face coverings at all times. A face shield with a drape on the bottom edge is also to be worn when providing treatment on facial or neck areas that do not enable the client to wear a face covering. A drape that is form fitting under the chin is preferred
- ☐ Disposable gloves are required throughout the entire esthetic service and while performing cleaning and disinfection of all implements and surfaces after each client session.
- ☐ Before leaving the treatment room, workers are required to remove and dispose of gloves, wash their hands or apply proper hand sanitizer, and use a paper towel or sanitizer wipe, to open and close the treatment room door while leaving the room.
- ☐ When wax pots are running low and new wax needs to be added, any remaining wax is emptied and the wax pot is cleaned and disinfected before refilling with new wax. Single use applicators are disposed of immediately after use in a lined trash bin. The trash bin has a lid and lined with a disposable plastic bag.
- ☐ Workers are required to wash their hands immediately upon finishing services.
- ☐ Aerosol generating procedures such as steam or oxygen treatments should be discontinued.

ADDITIONAL CONSIDERATIONS FOR MASSAGE SERVICES (NON-HEALTH CARE SETTINGS)

- ☐ Clients are required to wash their hands before any services are provided.
- ☐ The use of disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with pillowcases that can be removed and replaced between each client are being used.
- ☐ If providing facial massages or other hands-on work on the face, use non-latex gloves for this part of the treatment.
- ☐ Do not perform facial massages if it requires removal of the client's face covering. Hand treatments are provided as the last part of the service.
- ☐ Workers are required to wash their hands immediately upon finishing massage services.

ADDITIONAL CONSIDERATIONS FOR ELECTROLOGY SERVICES

- ☐ Electrologists are required to wear face coverings at all times and use disposable gloves during the client's entire treatment. A face shield is also to be worn when providing treatment on facial or neck areas that do not enable the client to wear a face covering.
- ☐ Tweezers, rollers, and needle holder caps are properly cleaned and sterilized between each client.
- ☐ The use of disposable probes that do not require a probe tip or can are used when possible. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder is cleaned and disinfected after each client.
- ☐ Needles used for electrolysis are single-use, disposable, pre-packaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.
- ☐ Ultrasonic cleaning units, forceps, and all containers, including their removable parts, are cleaned and disinfected between each client according to the manufacturer's instructions.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering is posted at all entrances.

- ☐ Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations, include pictograms, and be made available digitally (e.g., through e-mail).
- ☐ Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- ☐ Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of cloth face coverings, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line.
- ☐ Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

**Any additional measures not included above should be listed on separate pages,
which the business should attach to this document.**

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:

Reopening Protocol for Gyms and Fitness Establishments: Appendix L

Effective as of Friday, June 12, 2020

Recent updates:

7/2/20: Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible

7/11/20: Patrons are **not required** to wear gloves while in the facility, but must wear a cloth face covering. Recommendations for HVAC systems have been updated in the infection control section of the document.

7/13/20: Gyms and fitness establishments may only be open if their operations are moved outdoors. No indoor facilities may be open to the public until further notice.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain gyms and fitness establishments to safely reopen. The requirements below are specific to gym and fitness establishments permitted to reopen by the Public Health Officer. In addition to the conditions imposed on these specific businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Gym and Fitness establishments.

Note that until further notice all gym and fitness establishment operations must be conducted outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter but only as long as the sides are not closed and there is sufficient outdoor air movement. Outdoor pools may remain open. Be reminded that all employees and patrons must wear a face covering at all times.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy, per Fire Code:

Approximate total square footage of space open to the public:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - ☐ Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#)
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) [isolate themselves at home](#) and require the immediate [self-quarantine](#) of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.

COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH
ORDER OF THE HEALTH OFFICER



- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- ☐ Employees are instructed to wash their face coverings daily.
- ☐ All workstations are separated by at least six feet.
- ☐ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- ☐ Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- ☐ Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- ☐ Face coverings are required when employees are in the vicinity of others. Workers must have face coverings available and wear them in the fitness facility, offices, or in company-owned vehicles when traveling with others. Face covering are particularly important if physical distancing cannot be maintained on the job (for example, personal trainers and staff assisting members with exercises). Face coverings must not be shared. Employers are required to provide face coverings to all employees.
- ☐ To ensure that masks are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others.
- ☐ Disinfectant and related supplies are available to employees at the following location(s):

- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- ☐ Employees are allowed frequent breaks to wash their hands.
- ☐ A copy of this protocol has been distributed to each employee.
- ☐ Each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- ☐ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☐ All gym and fitness establishment operations that are offered to the public are conducted outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter, provided that the sides of the canopy or sun shelter are not closed and there is sufficient outdoor air movement within the space. Occupancy of outdoor spaces is limited to 50% or such a level that enables all employees and patrons to maintain at least a 6 foot physical distance at all times.
 - ☐ Employees may continue to access indoor areas of the gym/fitness establishment to use the restroom or take breaks, to conduct essential office operations and to move supplies and materials in and out of the building each day. Patrons may not enter the gym/fitness establishment at any time or for any reason.
- ☐ If possible, implement a reservation system for patrons to reserve time in the outdoor fitness space so the facility can manage occupancy. Utilize the reservation system to contact patrons with reservations 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the patron answers in the affirmative the patron should be reminded that they should only utilize the fitness facility if they are not ill. Such communication can be done via app, email, or text, if possible.
- ☐ Avoid patrons queuing outside the facility and consider having a staff person at the entrance of the outdoor fitness space to help maintain occupancy levels.
- ☐ All patrons are required to wear cloth face coverings the entire time they are at the outdoor fitness space. The only exception is when patrons may be swimming in an outdoor pool.
 - ☐ Patrons must be warned to only do exercises to the extent they can breathe comfortably while wearing a face covering over both their nose and mouth at all times. (Face masks or coverings with one-way valves are not permitted.)
- ☐ Gym occupancy is limited to 50% or less. Only those patrons that are actually exercising should be inside the outdoor facility. Patrons waiting for their reservation time should wait in their cars.
- ☐ Group training classes such as aerobics, yoga and dance must take place outdoors and should be modified to limit the size of the class to ensure a minimum of six feet of physical distance between patrons.
 - ☐ . Group exercise classes should only be offered if distancing requirements can be maintained and there is no person-to-person physical contact.
 - ☐ For high aerobic classes such as aerobics, spin or conditioning or machines such as elliptical, tread or stair machines, consider placing individuals and equipment at least 8 feet apart rather than 6 ft.
- ☐ High contact programs that require close contact less than six feet in distance should be suspended. This would include activities such as group sporting events, organized intermural activities, pick-up basketball, or organized races.
- ☐ Outdoor sports courts can be used for individual practice or for activities where 6 feet of physical distance can be maintained throughout the activity. When people are waiting to use a court, a maximum time limit for court use by each participant should be implemented. Participants waiting must practice physical distancing.
- ☐ Yoga classes held in temperatures over 100 degrees should be discouraged.
- ☐ Personal trainers are permitted if they maintain a six-foot distance from the client and wear a face covering. Patrons must wear a face covering while receiving instruction and should be cautioned to only do exercises to the extent they can breathe comfortably while wearing a face covering over both their nose and mouth at all times.
- ☐ Equipment is moved outdoors if it can be safely used outdoors, and marked off to ensure that clients can

maintain at least a six (6) feet distance from others. Tape or other markings assist customers in keeping a 6 feet distance between them and others in any line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.

- ☐ Use one-way foot traffic patterns throughout the outdoor fitness space with visual cues and signs.
- ☐ Space all equipment and machines outdoors and at least six feet apart or taking some out of service to achieve physical distancing
- ☐ Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the outdoor gym space. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- ☐ Spa services are not allowed.
- ☐ Consider suspending non-core activities, including retail operations, childcare, and food service. If fitness facilities operate such amenities, they should review and following the applicable posted county public health protocols for these activities.
- ☐ Swimming facilities within the gym should comply with posted county protocols for public swimming pools and may continue to operate only if they are located outdoors.

C. MEASURES FOR INFECTION CONTROL

- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ☐ Patrons should be temperature and/or symptom screened upon arrival and required to use hand sanitizer and to wear face coverings when entering and leaving the outdoor gym/fitness establishment space. They should wear face coverings the entire time they are in the facility with the exception of while they are in a pool and be reminded to keep a 6 foot distance from others.
- ☐ Contactless payment and check-in systems are in place or, if not feasible, systems are sanitized regularly. Describe:

- ☐ Perform thorough cleaning throughout the day in high traffic areas in the gym or fitness establishment building that may be used by employees, such as break rooms and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls.
- ☐ Frequently disinfect commonly used surfaces, including personal exercise machines and equipment, doorknobs, and hand washing facilities.
- ☐ Require patrons to disinfect individual exercise equipment, mats, and machines before and after use with provided disinfecting wipes. Ensure that lined, non-touch trash receptacles are available throughout the fitness facility to dispose of used wipes.
 - ☐ If members are unable or unwilling to wipe/disinfect equipment after exercise, provide "ready to clean" tags for members to place on equipment after use, to ensure equipment is disinfected by staff before the next use.
- ☐ Make sure all workers have been trained to use and have an adequate supply of all-purpose cleaners and disinfectants, when needed. Follow Cal/OSHA requirements and manufacturer instructions for safe use and required personal protective equipment for cleaning products.
- ☐ Workers should have enough ventilation (air flow) in areas where they are disinfecting.
- ☐ Sanitary facilities are available for employee use only. Ensure that sanitary facilities stay operational and

are continuously stocked at all times. Provide additional soap, paper towels, and hand sanitizer when needed. Install hands-free devices, if possible, including motion sensor sinks faucets, soap dispensers, sanitizer dispensers, and paper towel dispensers.

- ☐ Make sure trash cans are emptied regularly.
 - ☐ Patrons should be reminded to maintain six feet of distance from janitorial or custodial staff. Implement a process to regularly check in with workers to ensure visitors are following this protocol. Ensure workers are able to share such information without fear of reprisal or retaliation.
 - ☐ Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
 - ☐ Consider implementing a check-out system for patrons to utilize any small equipment and accessories (i.e. exercise bands, ropes, mats, foam rollers, etc.). Develop a process to clean and disinfect these items upon return.
 - ☐ Customers are encouraged to bring their own water bottles. Encourage patrons to bring their own towels and mats and consider disbanding the provision of any facility-provided towels or personal hygiene products.
 - ☐ For any towels, cloth wipes, or other laundered items, provide a closed container where patrons can place used towels or other items. Ensure those items cannot be used again until properly laundered either by a commercial laundering service or an in-house laundering process. Store all clean linens in a clean, covered place. Ensure workers who handle dirty linens or laundry wear gloves.
 - Have a staff member provide the linens or other materials upon request instead of setting up a self-serve area.
 - ☐ Amenities, including magazines, books, self-serve water stations (unless touchless), and other items for patrons, must be removed from all areas.
 - ☐ When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 60% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product. Follow the asthma-safer cleaning methods recommended by the California Department of Public Health.
 - ☐ Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
 - ☐ Public restrooms are closed.
 - ☐ Hand sanitizer, tissues and trash cans are available to the public in the outdoor gym/fitness establishment space. . Consider setting up at least one handwashing station that is available to employees and patrons in the outdoor space.
 - ☐ Optional - Describe other measures (e.g. providing senior-only hours):
-

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ Signage at the entry, where customers line up and highly-visible locations that notifies employees and patrons of occupancy limits, the prohibition on entering the facility, requirements to maintain social distancing and that face coverings are required at all times, except in pools. Signage should also caution patrons about not overexerting themselves while wearing a face covering and exercising.
- ☐ Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, outdoor operations, limited occupancy, policies in regard to pre-booking, prepayment, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line.
- ☐ Measures are instituted to assure access to services for customers who have mobility limitations and/or are at high risk in public spaces.
 - Consider implementing special hours designated for high risk or medically vulnerable populations, including seniors with admittance by reservation only

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:

Reopening Protocol for Day Camps: Appendix K

Effective as of Friday, June 12, 2020

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain venues to safely reopen. The requirements below are specific to Day Camps permitted to be open by the Order of the State Public Health Officer. In addition to the conditions imposed on these specific venues by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Day Camps.

Beach camps and surf camps must comply with this day camp protocol and submit the completed protocol checklist to the appropriate beach jurisdiction (city, county or state) in order to be permitted

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All Day Camps covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the Camp.

Day Camp Name:

Facility Address:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home. Consider offering workers, docents, interns, and volunteer staff who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ All employees (including paid staff, docents, interns and volunteers; referred to collectively as "employees") have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- ☐ Upon being informed that one or more employees test positive for or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- ☐ All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others, Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- ☐ Employees are instructed to wash their face coverings daily.
- ☐ Employees are also offered gloves for tasks that require them to handle frequently touched surfaces or for use during symptom screening.
- ☐ Employees have been instructed to maintain at least a six (6) feet distance from visitors and from each other in all areas of the Day Camp. Employees may momentarily come closer as necessary to assist children, or as otherwise necessary.
- ☐ Restrooms and other common areas are disinfected frequently, on the following schedule:
 - ☐ Restrooms _____
 - ☐ Other _____
- ☐ Disinfectant and related supplies are available to employees at the following location(s):

- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- ☐ Employees are reminded to wash their hands frequently.
- ☐ A copy of this protocol has been distributed to each employee.
- ☐ As much as feasible each worker is assigned their own equipment and have been instructed to avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. They have also been instructed to never share PPE.
- ☐ Where items must be shared, they are disinfected with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, staplers, staple removers, letter openers, surfaces in reception areas, shared work stations, audio and video equipment, walkie talkies, etc.
- ☐ Time is provided for workers to implement cleaning practices during their shift. Cleaning assignments are assigned during working hours as part of the employees' job duties. Modify hours, if necessary, to ensure regular, thorough cleaning, as appropriate. Options for third-party cleaning companies to assist with the increased cleaning demand are procured, as needed.
- ☐ Monitor staff absenteeism and have a roster of trained back-up staff where available.
- ☐ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

ARRIVAL AND DEPARTURE

- ☐ Limit the number of persons in the camp to the number appropriate for maintaining physical distancing.
- ☐ If transport vehicles (e.g., buses) are used by the camp, drivers should practice all safety actions and protocols as indicated for other staff (e.g., hand hygiene, cloth face coverings, and physical distancing).
- ☐ All campers and visitors are wearing cloth face coverings at arrival and departure.
- ☐ Minimize contact between camp staff, campers and families at the beginning and end of the day.
- ☐ Stagger arrival and drop off-times and locations as consistently as practicable as to minimize scheduling challenges for families.
- ☐ Designate routes for entry and exit, using as many entrances as feasible. Put in place other protocols to limit direct contact with others as much as practicable.
- ☐ Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that camp staff and campers remain at least 6 feet apart in lines and at other times (e.g., guides for creating "one-way routes" in hallways).
- ☐ Open windows and maximize space between campers and the driver on transport vehicles where possible.

RECREATIONAL SPACE

- ☐ Campers should remain in the same space and in groups as small and consistent as practicable. Keep the same campers and staff with each group and include campers from the same family in the same group, to the greatest extent practicable. Recommended participant to staff ratios should be 12:1.
- ☐ All visitors and campers are required to wear cloth face coverings while at camp, except while swimming, napping, eating/drinking, or engaging in solo physical exertion (such as jogging by one's self). Children less than 3 years of age and those with health conditions that prevent masking are exempt.
- ☐ Maximize space between seating, desks, and bedding. Consider ways to establish separation of campers through other means, for example, six feet between seats, partitions between seats, markings on floors to promote distancing, arranging seating in a way that minimizes face-to-face contact.
- ☐ Consider redesigning activities for smaller groups and rearranging furniture and play spaces to maintain separation.
- ☐ Staff should develop instructions for maximizing spacing and ways to minimize movement in both indoor and outdoor spaces that are easy for children to understand and are developmentally appropriate.
- ☐ Restrict nonessential visitors, volunteers, and activities involving other groups at the same time.
- ☐ Restrict communal activities where practicable. If this is not practicable, stagger use, properly space occupants, keep groups as small and consistent and disinfect in between uses.
- ☐ Limit gatherings and extracurricular activities to those that can maintain physical distancing and support proper hand hygiene.
- ☐ Use alternative spaces as needed, including regular use of outdoor space, weather permitting. For example, consider ways to maximize outside space, and the use of cafeterias and other spaces for use to permit physical distancing.
- ☐ Minimize congregate movement as much as practicable.
- ☐ For activities that generate respiratory droplets such as heavy exertion or singing, increase the distance between individuals to 8 feet and try to do these outside.

MEALS

- ☐ Have campers bring their own meals as feasible, and practice physical distancing when eating or eat within their smaller group, instead of in a communal dining hall or cafeteria. Ensure the safety of children with food allergies.
- ☐ Use disposable food service items (e.g., utensils and plates). If disposable items are not feasible, ensure that all non-disposable food service items are handled with gloves and washed with dish soap and hot water or in a dishwasher. Individuals should wash their hands after removing their gloves or after directly handling used food service items.
- ☐ If food is offered at any event, have pre-packaged boxes or bags for each attendee instead of a buffet or family-style meal. Avoid sharing of foods and utensils.

C. MEASURES FOR INFECTION CONTROL

- ☐ Ensure all camp staff and families are aware of enhanced sanitation practices, physical distancing guidelines and their importance, proper use, removal and washing of cloth face coverings, screening practices and COVID-19 specific exclusion criteria.
- ☐ Designate a staff person (e.g., camp nurse or healthcare provider) to be responsible for responding to COVID-19 concerns. All camp staff and families should know who this person is and how to contact them. This individual should be trained to coordinate the documentation and tracking of possible exposure, in order to notify local health officials, staff and families in a prompt and responsible manner.
- ☐ For areas with a large geographic distribution, consider restricting attendance to campers who live in the local geographic area and ask campers to avoid movement between camps.
- ☐ Ensure adequate supplies to support healthy hygiene behaviors, including soap, tissues, no-touch trashcans and hand sanitizers with at least 60 percent ethyl alcohol for staff and those campers who can safely use hand sanitizer.
- ☐ Teach campers the following personal protective measures
 - Washing hands regularly before and after eating; after coughing or sneezing; after being outside; and after using the restroom.
 - Avoid touching your eyes, nose, and mouth
 - Cover coughs and sneezes
 - Use a tissue to wipe your nose and cough/sneeze inside a tissue or your elbow.
- ☐ Consider routines enabling camp staff and campers to regularly wash their hands at staggered intervals.
- ☐ Campers and staff should wash their hands for 20 seconds with soap, rubbing thoroughly after application, and use paper towels (or single use cloth towels) to dry hands thoroughly.
- ☐ Staff should model and practice handwashing. For example, for younger campers, use bathroom time as an opportunity to reinforce healthy habits and monitor proper handwashing.
- ☐ Campers and staff should use hand sanitizer when handwashing is not practicable. Sanitizer must be rubbed into hands until completely dry. Note: frequent handwashing is more effective than the use of hand sanitizers, especially when hands are visibly dirty
- ☐ Children under age 9 should use hand sanitizer under adult supervision. Call Poison Control if consumed: 1-800-222-1222. Ethyl alcohol-based hand sanitizers are preferred and should be used when there is the potential of unsupervised use by children. Isopropyl hand sanitizers are more toxic and can be absorbed through the skin.
- ☐ Consider portable handwashing stations throughout the site to minimize movement and congregation in bathrooms to the extent possible.
- ☐ Campers should be encouraged to use cloth face coverings. Information should be provided to all camp staff and campers on proper use, removal and washing of cloth face coverings.
- ☐ Consider suspending use of drinking fountains and instead encourage the use of reusable water bottles.
- ☐ Frequently touched surfaces such as door handles, light switches, sink handles, bathroom surfaces, tables as well as surfaces in transportation vehicles should be cleaned at least daily and more frequently throughout the day if possible.

- ☐ Limit use of shared playground equipment in favor of physical activities that require less contact with surfaces.
- ☐ Limit sharing of objects and equipment, such as toys, games and art supplies, otherwise clean and disinfect between uses.
- ☐ When choosing cleaning products, use those approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list “N” and follow product instructions. These products contain ingredients which are safer for individuals with asthma
- ☐ Use disinfectants labeled to be effective against emerging viral pathogens, following label directions for appropriate dilution rates and contact times. Provide employees training on the hazards of the chemicals, manufacturer’s directions, and Cal/OSHA requirements for safe use.
- ☐ Custodial staff with the responsibility of cleaning and disinfecting the site must be equipped with proper protective equipment, including gloves, eye protection, respiratory protection, and other appropriate protective equipment as required by the product instructions. All products must be kept out of children’s reach and stored in a space with restricted access.
- ☐ When cleaning, air out the space before campers arrive; plan to do thorough cleanings when campers are not present. If using air conditioning, use the setting that brings in fresh air. Replace and check air filters and filtration systems to ensure optimal air quality.
- ☐ If opening windows poses a safety or health, consider alternate strategies for improving air flow such as maximizing central air filtration for HVAC systems (targeted filter rating of at least MERV 13).
- ☐ Take steps to ensure that all water systems and features (for example, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown to minimize the risk of infections such as Legionnaires’ disease

SCREEN CAMPERS

- ☐ Train staff and educate campers and their families about when they should stay home and when they can return to camp. Actively encourage staff and campers who are sick or who have recently had close contact with a person with COVID-19 to stay home.
- ☐ In addition to screening staff when they arrive, all campers should also be screened upon arrival at the facility
 - Consider conducting visual wellness checks of all campers upon arrival; this could include taking campers’ temperatures at the beginning of each day with a no touch thermometer. If no touch thermometers are not available, reported temperature assessment is acceptable.
 - Ask all individuals about COVID-19 symptoms within the last 24 hours and whether anyone in their home has had COVID-19 symptoms or a positive test.
- ☐ Exclude any child, parent, caregiver or staff showing symptoms of COVID-19.
- ☐ Monitor staff and campers throughout the day for signs of illness; send home campers and staff with a fever of 100.4 degrees or higher, cough or other COVID-19 symptoms. Send persons to the appropriate medical facility rather than their home if necessary.

IF STAFF OR CAMPERS BECOMES ILL

- ☐ Identify an isolation room or area to separate anyone who exhibits symptoms of COVID-19. (Fever, Cough, Shortness of breath or difficulty breathing, Chills, Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell)
- ☐ Ensure they are wearing a cloth face covering or surgical mask if they are over the age of 2 and do not have problems putting on or removing the mask or have issues breathing with the mask on.
- ☐ The campers or staff exhibiting symptoms should remain in the isolation room until they can be transported home or to a healthcare facility, as soon as practicable.
- ☐ Establish procedures for safely transporting anyone sick to their home or to a healthcare facility, as appropriate. Call 9-1-1 without delay if the individual develops persistent pain or pressure in the chest, confusion, or bluish lips or face.
- ☐ Advise sick staff members and campers not to return until they have met CDC criteria to discontinue home isolation, including 3 days with no fever, symptoms have improved and 10 days since symptoms first appeared.
- ☐ Advise contacts to the ill individual to stay at home for 14 days after the last contact and monitor for symptoms of COVID-19. See public health guidance on quarantine for additional details <http://ph.lacounty.gov/covidquarantine>
- ☐ In the event that 3 or more positive COVID-19 cases are identified, notify local health officials, staff, and all families immediately while maintaining confidentiality as required by state and federal laws.
- ☐ Close off areas used by any sick person and do not use before cleaning and disinfection. If possible, wait 24 hours or as long as possible before cleaning and disinfecting the area.
- ☐ Ensure a safe and correct application of disinfectants using personal protective equipment and ventilation recommended for cleaning. Keep cleaning and disinfectant products away from children.
- ☐ In consultation with the local public health department, the appropriate camp official may consider if closure is warranted and length of time based on the risk level within the specific community

LIMIT SHARING

- ☐ Keep each camper's belongings separated and in individually labeled storage containers, cubbies or areas. Ensure belongings are taken home each day to be cleaned and disinfected.
- ☐ Ensure adequate supplies to minimize sharing of high-touch materials (art supplies, equipment, etc.) to the extent practicable or limit use of supplies and equipment to one group of children at a time and clean and disinfect between uses.
- ☐ Avoid sharing electronic devices, clothing, toys, books, and other games or learning aids as much as practicable.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ Maintain communication systems that allow staff and families to self-report symptoms and receive prompt notifications of exposures and closures, while maintaining confidentiality.
- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ Signs are displayed throughout that remind instructors and campers of the need for physical distancing and the use of cloth face coverings.
- ☐ Signs are posted that instruct visitors that they should stay home if sick with respiratory symptoms.
- ☐ Online outlets of the establishment (website, social media etc) provide clear information about physical distancing, use of cloth face coverings and other issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to the campers have been prioritized.
- ☐ Measures are instituted to assure services for campers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:

Protocol for Restaurants: Appendix I

Recent Updates:

6/28/20: Updated to align with Governor's order to close bars, brewpubs, and tasting rooms wineries.

6/29/20: Additional details provided regarding reporting a cluster of cases to Public Health

7/1/2020: Updated to align with Governor's order to prohibit indoor dining at all restaurants and food facilities.

7/3/20: Brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are to remain closed for onsite beverage or food consumption until allowed by the County

Due to the continued rapid spread of the Novel Coronavirus (COVID-19) and the need to protect the most vulnerable members of our community, this protocol has been updated to align with the State Public Health Officer order to limit restaurants and other food facilities that prepare and serve food to outdoor dining, delivery, drive thru or carry out only. No indoor dining is permitted within restaurants or other food facilities. In addition to the conditions imposed on restaurants by the State Public Health Officer, restaurants must also be in compliance with these employee safety and infection control protocols.

Except as specified below, brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are to remain closed for onsite beverage or food consumption until allowed by the County Health Officer to resume modified or full operation. Brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are prohibited from contracting with a food vendor to resume operation. Brewpubs, breweries, tasting rooms and craft distilleries are approved for retail sales and manufacturing and must adhere to the applicable protocols.

Restaurants, bars, or brewpubs that possess a moderate risk or high risk restaurant public health permit may continue to offer sit-down, meals in an outside dining area which are prepared on site as allowed by the Health Officer Order, and in compliance with this Protocol. Bar counters are required to close. Restaurant and other food facilities should continue to offer and encourage takeout and delivery service to the extent possible.

This protocol is not intended for concert, performance, or entertainment venues that have on-site food facilities. These food facilities are to remain closed until they are allowed to resume modified or full operation through a specific reopening order.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All restaurants covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Prior Maximum Occupancy:

Date Posted:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ☐ All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
- ☐ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- ☐ In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- ☐ All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.

- ☐ Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- ☐ Face shields are provided and worn by wait staff and other employees when servicing customers not wearing a cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- ☐ Face shields are to be used, cleaned and disinfected per manufacturer's directions.
- ☐ Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.
- ☐ Employees are allowed time to wash their hands frequently.
- ☐ Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- ☐ Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.
- ☐ All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- ☐ Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- ☐ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- ☐ Disinfectant and related supplies are available to employees at the following location(s):

- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- ☐ Copies of this Protocol have been distributed to all employees.
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☐ If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- ☐ Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.
 - Placing tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
 - Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- ☐ Food facilities offering food pick-up options or delivery are to ensure physical distancing practices are implemented for those customers in the queue when ordering or during pick-up.
- ☐ On-site outdoor seating is subject to adhering to the 6 feet physical distancing requirements between

customers at different tables.

- Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
 - Onsite seating within an indoor food court is prohibited.
 - Entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey and live music and entertainment.
 - Restaurants may not host receptions, banquets, or other large gatherings.
- ☐ Expand outdoor seating where possible, in compliance with local planning and zoning codes.
- ☐ Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
- ☐ Design interaction between customers, delivery drivers and employees to allow for physical distancing.
 - Floors in and outside of the restaurant in areas when customers, delivery drivers or others may wait for are marked to enable and enforce physical distancing.
 - The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
 - Interactions between servers or other employees' interactions and customers are limited to a maximum of five minutes per occurrence, where possible.
- ☐ On-site outdoor dining made by reservation or customers notified to call in advance to confirm outdoor seating/serving capacity, where possible. Contact information for party is collected, if practicable in the normal course of business operation, either at time of reservation booking or on site to allow for contact tracing should this be required.
 - Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.
- ☐ If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.
- ☐ Limit the number of guests at a single outdoor table. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and hosts must bring entire party to the table at one time.
 - On-site outdoor seating at a table shall be limited to no more than 6 people in the same party.
- ☐ Limited contact between wait staff and customers.
 - Install physical barriers such as partitions or plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
 - Limit the number of employees serving individual parties.
- ☐ Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
 - Require employees to avoid handshakes and similar greetings that break physical distance.
- ☐ Use barriers or increase distance between tables/chairs to separate employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- ☐ Operations have been redesigned, where possible, to achieve physical distancing between employees.
 - Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements.

- ☐ Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
 - Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face coverings.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
 - Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- ☐ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- ☐ Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it's been closed.
 - Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- ☐ Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
 - Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
 - Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.
- ☐ Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.

FOOD SAFETY CONSIDERATIONS

- ☐ All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
 - Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
 - Thoroughly cook foods as required in the CRFC.
 - Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
 - Adhere to employee health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
 - Ensure all food and food ingredients are from an approved food source.
 - Food preparation employees are discouraged from changing or entering others' workstations during shifts.
- ☐ Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and cleaned and sanitized frequently.
- ☐ Areas where customers may congregate or touch food or foodware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.

- ☐ Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
- ☐ Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- ☐ After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.
- ☐ A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- ☐ Refilling beverages at the table or from common containers (e.g. pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.

FACILITY CONSIDERATIONS

- ☐ A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- ☐ A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.
 - ☐ Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
 - ☐ All payment portals, pens, and styluses are disinfected after each use.
- ☐ Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor completion wherever possible.
- ☐ Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.
- ☐ Dishwashers that wash multi-use customer utensils are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.
- ☐ Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- ☐ Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.

CUSTOMER SERVICE/OUTDOOR DINING AREAS

- ☐ Customers should enter through doors that are propped open (this will be evaluated for approval based on overall vermin exposure) or automated if possible. Hand sanitizer should be available for guests who must touch door handles.
- ☐ Customers are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
 - ☐ Customers may remove cloth face coverings while seated at a table and eating and/or drinking.
 - ☐ Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- ☐ Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.

- ☐ Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.
- ☐ Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.
- ☐ Outdoor customer seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is sanitized between guests.
- ☐ No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.
- ☐ Takeout containers are filled by customers and available only upon request.
- ☐ Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.
- ☐ Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- ☐ Signage is posted that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19.
- ☐ Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- ☐ Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line.
- ☐ Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH
ORDER OF THE HEALTH OFFICER**



Business Contact Name:

Phone number:

Date Last Revised:

Reopening Protocol for Hair Salons and Barbershops: Appendix H

Recent Updates:

6/29/20: If there are 3 or more positive cases of COVID-19 at the workplace within 14 days, the establishment must report this cluster to the Department of Public Health, who will assist the establishment in taking steps to control the spread of infection.

7/8/20: If a business has an HVAC system, steps should be taken to ensure the system is functioning properly and ventilation is increased. Includes additional information on supports for employees who need to take leave due to COVID-19.

7/15/20: Updated to prohibit all indoor operations of hair salons and barbershops. Services may be only provided in outdoor areas as permitted by the California Board of Barbering and Cosmetology and local zoning or other laws.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to safely reopen. The requirements below are specific to hair salons and barbershops now permitted to reopen. In addition to the conditions imposed by the State Public Health Officer, these types of businesses must also be in compliance with the conditions laid out in this Protocol for Hair Salons and Barbershops.

Services must be provided outdoors. Services that cannot be provided outdoors must be discontinued until such time as indoor operations are permitted to resume. Any barbering or cosmetology services provided outdoors must be approved by the licensing agency, the California Board of Barbering and Cosmetology. Any personal care services provided outdoors must be in compliance with the requirements of the local permitting agency. Services that cannot be performed with face coverings on both the worker and customer or that require touching the customer's face, e.g., eyelash services, eyebrow waxing and threading, facials, etc., are not permitted until those types of services are allowed to resume.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy, per Fire Code:

**Approximate total square footage
of space open to the public:**

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ☐ All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - ☐ Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#)
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) [isolate themselves at home](#) and require the immediate [self-quarantine](#) of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon employees' arrival.

COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH
ORDER OF THE HEALTH OFFICER



Temperature checks should also be done at the worksite, if feasible.

- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering must cover the nose and mouth and is always to be worn by the employee during the workday when in contact or likely to come in contact with others. Employees do not need to wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- ☐ Face shields are provided and worn by workers when servicing customers that require the removal of the client's face covering to provide the personal service. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- ☐ Employees wash or sanitize hands before and after using or adjusting face coverings.
- ☐ Employees avoid touching eyes, nose and mouth.
- ☐ Employees are instructed to wash their face coverings daily.
- ☐ Employees are using all required protective equipment, including eye protection and gloves when required for service.
 - Workers can consider using glasses, goggles, or face shields in addition to face covering while providing service.
- ☐ Independent contractors and temporary workers are properly trained on these protocols and have necessary cloth face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.
- ☐ All workstations are separated by at least six feet.
- ☐ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- ☐ Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- ☐ Consider implementing a schedule that allows employees to avoid working during the hottest time of the day or implementing a schedule that allows for frequent breaks to help prevent employees from becoming overheated.
- ☐ Employees are prohibited from sharing food and beverages and encouraged not to share equipment in break rooms, including shared coffee brewers.
- ☐ Employees are allowed frequent breaks to wash their hands with soap and water, and employees should scrub their hands with soap for 20 seconds (or use hand sanitizer with at least 60% alcohol when employees cannot get to a sink or handwashing station).
- ☐ Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms or outdoor eating areas to assure that masks are worn consistently and correctly.

- ☐ Disinfectant and related supplies are available to employees at the following location(s):

- ☐ Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- ☐ Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- ☐ A copy of this protocol has been distributed to each employee.
- ☐ To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all employees.
- ☐ Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- ☐ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties.
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☐ Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except when providing haircutting/styling services. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- ☐ Barriers (such as plexiglass) are used at reception areas or other areas where physical distancing cannot be maintained in order to minimize exposure between workers and customers.
- ☐ Appointments are staggered to reduce reception congestion and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.
- ☐ Avoid patrons queuing outside the outdoor salon space and consider having a staff person at the entrance of the outdoor salon space to help maintain occupancy levels.
- ☐ Customers are contacted before the visit to confirm the appointment and to advise of the following:
 - Bring and use a face covering (preferably with earloops) during the visit.
 - Come to the salon or barbershop with freshly cleaned hair.
 - Wait in your car until your appointment time.
 - Do not bring children or others to the appointment.
 - If the appointment is for a child a parent or guardian may wait in the salon but must maintain 6 feet of distance from others and wear a cloth face covering.
- ☐ Workers do not see multiple customers at once (e.g., while one customer's hair is drying, another receives a haircut). Services for one customer are completed before a new customer is seen by the same worker.
- ☐ Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait in their cars instead of waiting in the salon or barbershop. Persons waiting outside should maintain a six (6) foot distance from each other.
- ☐ Employees have been instructed to maintain at least a six (6) foot distance from each other in all areas of the workplace as much as possible.

- ☐ Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- ☐ Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- ☐ Workers are discouraged from congregating in high traffic areas.
- ☐ Occupancy in employee restrooms, break rooms and other common areas is limited to permit physical distancing. Reconfiguration of these sites (removal of chairs from break rooms, etc.) is implemented to practice physical distancing.
- ☐ Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- ☐ Staff meetings are held in a room that accommodates physical distancing or are held over the phone or via webinar.

C. MEASURES FOR INFECTION CONTROL

- ☐ Salon services must be provided outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter but only as long as the sides of the canopy or sun shelter are not closed and there is sufficient outdoor air movement. Services that cannot be performed safely outdoors are not permitted until salons may resume indoor operations.
 - ☐ Employees are permitted to enter the indoor areas of the salon in order to access supplies, sanitize equipment, use the restroom, take breaks, or to conduct any other essential business operations. Salon customers may not enter the salon at any time or for any reason.
- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ☐ Services that cannot be performed with face coverings on both the worker and customer or that require touching the customer's face, e.g., eyelash services, eyebrow waxing and threading, facials, etc., are not permitted until those types of services are allowed to resume.
- ☐ Customers are verbally screened for COVID-19 symptoms upon arrival. If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.
 - ☐ Both screener and customer should wear a face covering for the screening.
- ☐ Disposable gloves are provided to supplement frequent handwashing or use of hand sanitizer with at least 60% alcohol for tasks such as handling commonly touched items.
- ☐ Amenities, including magazines, books, coffee, water, self-service stations, and other items for customers, have been removed.
- ☐ Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- ☐ Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, offering clean face coverings to customers, should their face covering become soiled.
- ☐ Workers and customers must at all times use cloth face coverings during haircutting and other close contact services. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. If possible, face coverings should be made available to visitors who arrive without them.
- ☐ Disposable gloves are worn for services that require them (e.g. chemical hair services). Wearing gloves is

done in conjunction with regular hand washing.

- ☐ An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- ☐ A cleaning and disinfection plan has been developed to address the following, if in use:
 - High traffic areas, such as reception areas, areas of ingress and egress, including stairways, stairwells, and handrails;
 - Common areas and frequently touched objects (e.g., tables, doorknobs or handles, light switches, phones) are disinfected on an hourly basis during business hours using EPA approved disinfectants;
 - All handles, hoses, spray nozzles, and other equipment before and after use on a customer;
 - Chairs, headrests, shampoo bowls, and other items between use;
 - All payment portals, credit card readers, pens, and styluses after each use.
- ☐ Shears and other non-electrical tools are cleaned and disinfected by removing all visible debris, cleaned with soap and water, and dried. Then sprayed or wiped with or immersed in an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and viricidal activity approved for COVID-19. Tools are left to set for the full amount of time required by the disinfectant's manufacturer. Immersed items like combs or brushes, are then removed at the end of contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
- ☐ Electrical tools, such as clippers, are cleaned by removing all visible debris and disinfecting with an EPA-registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
- ☐ Workstations are cleaned and disinfected between each customer.
 - Including rolling carts, drawers, hand mirrors, hair care and other products and containers
 - A new smock or cape is provided for each customer.
- ☐ Where appropriate, a paper cover, sheet or clean towel that can be easily disposed of or cleaned for use between customers is used.
- ☐ All single use items, such as disposable wax collars, cotton, neck strips, and applicators are used once and immediately thrown away. Product samples, including make-up, must not be used at any time.
- ☐ All dirty linens, including towels, smocks, and reusable capes, are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- ☐ The entire facility, including product display areas, is cleaned and disinfected at least daily.
- ☐ All "test" products have been removed and discarded.
- ☐ Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the employee's job duties.
- ☐ Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants on the following schedule:

- ☐ Restrooms are free of any unnecessary products such as candles or beauty supplies.
- ☐ Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in the salon or barbershop.

- ☐ Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use.
If electronic or card payment is not possible, customers pay with exact cash payment or check.
- ☐ Optional - Describe other measures to promote infection control:

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering is posted at all entrances.
- ☐ Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations, including at entrances, include pictograms, and be made available digitally (e.g., through e-mail).
- ☐ Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- ☐ Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of cloth face coverings, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line.
- ☐ Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

**Any additional measures not included above should be listed on separate pages,
which the business should attach to this document.**

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:

Protocols for Retail Establishments Opening for In-person Shopping: Appendix B

Recent updates

6/23/2020: Updated to require reporting of a cluster of 3 or more COVID positive employees to the Department of Public Health and to insert links about workplace exposures.

6/29/2020: Additional details provided regarding reporting clusters to Public Health

7/8/2020: Additional information provided regarding employee leave benefits and air and ventilation system improvements

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain retail businesses to safely reopen. The requirements below are specific to retail establishments permitted to reopen for in-person shopping by the Order of the State Public Health Officer on May 26, 2020. In addition to the conditions imposed on these specific retail businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Retail Establishments Opening for In-Person Shopping.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Date Posted:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- ☐ All employees have been told not to come to work if sick. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- ☐ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- ☐ Employees are instructed to wash their face coverings daily.
- ☐ Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for employees who are screening others for symptoms or handling commonly touched items.
- ☐ All workstations are separated by at least six feet.
- ☐ Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - ☐ Distribution area _____

-
- ☐ Break rooms _____
 - ☐ Restrooms _____
 - ☐ Other _____
- ☐ In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- ☐ Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms to assure that masks are worn consistently and correctly.
- ☐ Disinfectant and related supplies are available to employees at the following location(s):

- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- ☐ Employees are allowed frequent breaks to wash their hands.
 - ☐ A copy of this protocol has been distributed to each employee.
 - ☐ To the extent possible, each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
 - ☐ Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
 - ☐ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
 - ☐ Optional—Describe other measures: _____
-

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☐ The number of customers in an indoor retail store is low enough to ensure physical distancing but in no case more than 50% of the maximum occupancy of the retail store capacity.
Maximum number of customers in the facility limited to: _____
- ☐ The retail store monitors all entrances in order to track occupancy. Where possible, provide a single, clearly designated entrance and separate exit to help maintain physical distancing.
- ☐ Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a cloth face covering may be posted near the door but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- ☐ Measures are implemented to ensure physical distancing of at least six feet between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and/or employees should stand.)
- ☐ Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- ☐ Measures have been taken at check-out stations to minimize exposure between cashiers and customers, such as Plexiglas barriers. Signs are posted near entrances, check-out lanes and _____

registers to remind customers of physical distancing.

- ☐ Tape or other markings identify both a starting place for customers entering the check-out line and 6 foot intervals for subsequent customers who are joining the line.
- ☐ Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the store. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- ☐ Employee restrooms are not available for customer use.
- ☐ Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- ☐ Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- ☐ Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.
- ☐ Non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to wear cloth face coverings.

C. MEASURES FOR INFECTION CONTROL

- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ☐ Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:
- ☐ Common areas and frequently touched objects in the customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- ☐ Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- ☐ Retail store hours have been adjusted to provide adequate time for regular deep cleaning and product stocking. Stagger stocking so that employees are in different aisles.
- ☐ Where possible, encourage the use of debit or credit cards by customers, encourage customers to clean their reusable bags frequently, and require customers who bring reusable bags to bag their own purchases.
- ☐ Customers are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- ☐ Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- ☐ In-store bars, bulk-bin options and product sampling have been discontinued.
- ☐ Purchases are given to customers in sealed packages or bags with receipt attached.
- ☐ Where possible, hands-free devices, including motion sensor lights, contactless payment systems,

automatic soap and paper towel dispensers and timecard systems have been installed.

- ☐ Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
- ☐ All payment portals, pens, and styluses are disinfected after each use by a different person.
- ☐ Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.
- ☐ Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Dedicated shopping hours for vulnerable populations, including seniors and those medically vulnerable have been instituted, if appropriate, preferably at a time following a complete cleaning.
- ☐ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line.
- ☐ Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone number: _____

Date Last Revised: _____

Protocols for Office Worksites: Appendix D

Recent Updates:

6/29/20:

- Additional detail provided regarding the reporting of cases to public health

7/8/20:

- Information regarding employee leave benefits added

The Los Angeles County Department of Public Health (Public Health) is calling on the public, all business owners and community organizations to support the safe reopening of businesses and public spaces. Through our collective Safer at Home efforts, we have successfully slowed the number of new COVID-19 cases and hospitalizations, allowing for a phased reopening of many aspects of regular life with adaptations and infection control measures.

To aid in this transition, Public Health asks all businesses and institutions to take appropriate steps to plan for reopening, in alignment with the Recovery Plan. The following issues are critical and must be addressed to ensure that workers and consumers remain reduce the risk of spread as we transition to a more open phase:

- (1) Protecting and supporting employee and customer health
- (2) Ensuring appropriate physical distancing
- (3) Ensuring proper infection control
- (4) Communicating with the public
- (5) Ensuring equitable access to services

These five key areas must be addressed as your facility develops any reopening protocols.

Note that Office-Based Worksites that operate retail establishments, restaurants or gyms and fitness establishments should adhere to the following protocols, as appropriate:

- ☐ DPH Protocols for [Retail Establishments](#)
- ☐ DPH Protocols for [Restaurants](#)
- ☐ DPH Protocols for [Gyms and Fitness Establishments](#)

All businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy, per Fire Code:

Approximate total square footage of space open to the public:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ Additional protections like shifts in job duty that allow employees that are vulnerable to work from home have been provided whenever possible.
- ☐ All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- ☐ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the

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ORDER OF THE HEALTH OFFICER



employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.

- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
-

- ☐ All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
-

- ☐ Employees are instructed to wash their face coverings daily.
-

- ☐ All occupied desks, individual workstations or individuals on production lines are separated by at least six feet unless there are extenuating circumstances that require closer contact for brief periods of time.
-

- ☐ In compliance with wage and hour regulations, breaks are staggered to ensure that physical distancing can be maintained in break rooms.
-

- ☐ All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
-

- ☐ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:

- ☐ Break rooms _____
 - ☐ Restrooms _____
 - ☐ Other _____
-

- ☐ Disinfectant and related supplies are available to employees at the following location(s):

-

- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

-

- ☐ Soap and water are available to all employees at the following location(s):

-

- ☐ Employees are allowed frequent breaks to wash their hands.
-

- ☐ Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
-

- ☐ Each worker is assigned their own tools, equipment and defined workspace whenever possible. Sharing of workspaces and held items is minimized or eliminated. Where items must be shared, they are disinfected between shifts or uses, whichever is more frequent, including the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc. with a cleaner appropriate for the surface.
-

- ☐ Copies of this Protocol have been distributed to all employees.
-

- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ The number of employees in the building is limited at any one time such that employees can easily maintain at least a six-foot distance from one another at all practicable times.
- Maximum number of employees in facility limited to:
- Maximum number of employees in facility per floor is limited to:
- ☐ Tape or other markings have been placed at least six feet apart anywhere where individuals may have to line up, both inside the workplace and outside its public entrances, with signs directing employees and visitors to use the markings to maintain distance.
- ☐ Employees have been instructed to maintain at least six feet distance from customers, guests and from each other; employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- ☐ Elevator capacity is limited to the number of people that can be accommodated while maintaining a 6-foot physical distance between riders; during peak building entry and exit times, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for 6-foot physical distance between riders. All riders are required to wear cloth face coverings. Consider elevator sizes, number of building floors, and daily number of employees and visitors to establish physical distancing guidelines appropriate for elevator riders.
- ☐ To ease elevator traffic, stairwells have been opened for “up” or “down” traffic with increased cleaning of stairwells.
- ☐ Furniture in areas that are open to the public (e.g., lobby, reception areas, or waiting rooms) is separated to support physical distancing.
- ☐ Customer service windows or reception counters have been separated by 6 feet to allow for physical distancing.
- ☐ Workspaces, cubicles, etc. are redesigned to ensure for six feet between employees.
- ☐ Common areas (e.g., break rooms and kitchenettes) are closed or restricted, using barriers, or by increasing physical distance between tables/chairs in breakrooms and kitchenettes where personnel are likely to congregate and interact.
- ☐ Employees are discouraged from congregating in any area, but especially common areas or high traffic areas such as break rooms, bathrooms, hallways and stairwells.
- ☐ To the extent possible, flow of traffic within the workplace is modified to minimize contacts (e.g., doors for entry or exit only; directional hallways or passageways have been established for foot traffic in a way that prevents employees from passing by one another).
- ☐ Employees have been instructed to discontinue handshakes or other forms of greeting that break physical distance.
- ☐ In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are essential, they are limited to 10 or fewer participants and all participants must wear cloth face coverings and are held in rooms large enough to maintain physical distancing.
- ☐ Nonessential travel is discontinued.

C. MEASURES TO ENSURE INFECTION CONTROL (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ☐ Shared materials or objects (e.g., staplers, three-hole punches pens, coffee mugs etc.) have been eliminated, to the greatest extent possible.
- ☐ Deep cleaning of entire office space is completed on a regular basis by a professional cleaning service.
- ☐ To the extent possible, doors, trash cans, etc. are contactless.
- ☐ Common areas and frequently touched object such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, elevator switches and buttons, touch screens, printers/copiers, and handrails are regularly disinfected using EPA approved disinfectants and following the manufacturer's instructions for use.
- ☐ Disinfectant and related supplies are available to all employees at the following location(s):
- ☐ Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:
- ☐ If possible, customer service or reception areas have plastic barriers installed to limit contact between employees and visitors.
- ☐ To the extent possible, visitors to the worksite are by appointment only and are pre-registered in a visitor log that includes a visitor's name, phone number and email address. Visitors are instructed to come to their appointments alone. If a visitor must be accompanied by another person (e.g., for translation assistance, or because the visitor is a minor, or has minor children) their information is captured in the visitor log.
- ☐ Visitors are instructed that they must wear cloth face coverings during their visit. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- ☐ To the extent possible, movement of visitors to the worksite is limited to designated areas such as the reception or lobby area, customer service area, conference or meeting rooms, and public rest rooms.
- ☐ If necessary, staff are available to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.
- ☐ Visitors arriving at the worksite with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- ☐ Restrooms normally open to the public remain open to the public if the public can enter the facility.
- ☐ Hand sanitizer, soap and water, tissues and trash cans are available to the public at or near the entrance of the facility, at reception, and anywhere else inside the workplace or immediately outside where people have direct interactions.
- ☐ Use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) is encouraged.

☐ Break rooms, restrooms, and other common areas are being disinfected frequently, on the following schedule:

- ☐ Break rooms: _____
- ☐ Restrooms: _____
- ☐ Other: _____

☐ Building infrastructure that supports bike commuting is open and capacity for bike storage increased if possible.

☐

☐ Sharing of communal food is prohibited.

☐ Optional-Describe other measures (e.g. providing senior-only hours):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ Signage has been posted to provide clear guidance to the public about how to maintain safety within the facility (e.g., maintaining physical distance, wear face covering, etc.).
- ☐ Signage is posted at each public entrance of the facility to inform all employees and visitors that they should: Avoid entering the facility if they have a cough or fever.
- ☐ Online outlets of the workplace (website, social media, etc.) provide clear information about hours, required use of face coverings, policies in regard to making appointments, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line.
- ☐ Measures are instituted to assure access to goods and services for visitors who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business
Contact Name: _____

Phone number: _____

Date Last
Revised: _____