

**REOPENING SAFER AT WORK AND IN THE COMMUNITY  
FOR CONTROL OF COVID-19  
MOVING THE COUNTY OF LOS ANGELES INTO  
STAGE 3 OF CALIFORNIA'S PANDEMIC  
RESILIENCE ROADMAP**

Revised Order Issued: **June 18, 2020**

**Please read this Order carefully. Violation of or failure to comply with this Order is a crime punishable by fine, imprisonment, or both. (California Health and Safety Code §120295; Los Angeles County Code § 11.02.080.)**

**SUMMARY OF THE ORDER:** This Revised County of Los Angeles Health Officer Order (Order) supersedes all prior Safer At Home orders (Prior Orders) issued by the County of Los Angeles Health Officer (Health Officer). This Order is issued to comply with State Executive Orders N-33-20 and N-60-20 issued by Governor Gavin Newsom, and the accompanying orders of the State Public Health Officer issued on March 19 and May 7, 2020. The State Public Health Officer has articulated a 4 Stage framework – California Pandemic Resilience Roadmap to inform the State's actions that reintroduce activities and sectors in a phased manner and with necessary modifications to protect health and safety, and to lower the risk of Novel Coronavirus Disease (COVID-19) transmission and outbreaks in a community.

This Order is issued to align the County of Los Angeles (County) with State Executive Orders and State Health Officer Orders that support the phased reopening of the California Pandemic Resilience Roadmap. This Order will be revised in the future to reflect the State Executive Orders and State Public Health Officer Orders and guidance that progressively designate sectors, businesses, establishments, or activities that may reopen with certain modifications, based on health and safety needs and at a pace designed to protect health and safety. Should local COVID-19 conditions warrant, the Health Officer may, after consultation with the Board of Supervisors, issue Orders that are more restrictive than those of the State Public Health Officer. **Changes from the previous Order are highlighted.**

This Order allows persons to engage in all permitted activities, as defined by the Order, but requires that persons practice Social (Physical) Distancing, at all times while out in public and wear a cloth face covering when in **or likely to be in** contact with others, to lower the risks of person-to-person contact for themselves and others.

This Order is effective within the County of Los Angeles Public Health Jurisdiction, defined as all cities and unincorporated areas within the County of Los Angeles, with the exception of the cities of Long Beach and Pasadena, that must follow their respective City Health Officer orders and guidance. This Order is effective immediately and will continue until further notice.

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND  
SAFETY CODE SECTIONS 101040, 101085, AND 120175,  
THE COUNTY OF LOS ANGELES HEALTH OFFICER ORDERS:**

1. This Order supersedes the Health Officer's Prior Orders. In light of the progress achieved in slowing the spread of COVID-19 in the County, this Order aligns the County with the State Public Health Officer's phased reopening approach guided by the California Pandemic Resilience Roadmap. The Order allows the conditional reopening of activities and business sectors with modifications to lower the risk of person-to-person transmission of COVID-19, ensuring continued Social (Physical) Distancing and adherence to other infection control protocols as provided below. The Health Officer will assess the phased reopening allowed by the State Public Health Officer and this Order on an ongoing basis and determine, after consultation with the Board of Supervisors, whether this Order needs to be modified if the public health risk associated with COVID-19 increases in the future.
2. This Order's intent is to continue to ensure that County residents remain in their residences as much as practicable, to limit close contact with others outside their household in both indoor and outdoor spaces. All persons who can telework or work from home should continue to do so as much as possible during this pandemic. Sustained Social (Physical) Distancing and infection control measures will continue slowing the spread of COVID-19 and diminishing its impact on the delivery of critical healthcare services. All provisions of this Order must be interpreted to effectuate that intent. Failure to comply with any of the Order's provisions constitutes an imminent threat and menace to public health, and a public nuisance, and is punishable by fine, imprisonment or both.
3. All persons living within the County of Los Angeles Public Health Jurisdiction should remain in their residences whenever practicable.
  - a) Nothing in this Order prohibits members of a single household or living unit from engaging in permitted activities together. But gatherings of people who are *not* part of a single household or living unit are prohibited within the County of Los Angeles Public Health Jurisdiction, except for the limited purposes expressly permitted by this Order.
  - b) People leaving their residences must strictly comply with the Social (Physical) Distancing requirements stated in this Order and specified in guidance or protocols established by the County Department of Public Health. **This Order, beginning June 19, 2020, requires all persons wear a cloth face covering over both their nose and mouth whenever they leave their place of residence and are or can be in contact with or walking near or past others who are non-household members in both public and private places, whether indoors or outdoors. This includes wearing a cloth face covering when patronizing a business. Wearing a cloth face covering reduces the risk of transmission to others from people who do not have symptoms and do not know they are infected. The use of face coverings is commonly referred to as "source control."**

- c) Persons and businesses within the County of Los Angeles Public Health Jurisdiction are required to follow the COVID-19 infection control protocols and guidance provided by the County Department of Public Health. In instances where the County has not provided a specific guidance or protocol, specific guidance or protocols established by the State Public Health Officer shall control.
  - d) Pursuant to the State of California's action<sup>1</sup> and the United States District Court Central District of California's order,<sup>2</sup> jurisdictions within the County of Los Angeles Public Health Jurisdiction are expected to comply with the provision of hotel and motel rooms for vulnerable people experiencing homelessness through Project Roomkey, which slows the spread of COVID-19 and retains capacity of the healthcare system.
4. All people residing within the County of Los Angeles Public Health Jurisdiction who are age 65 or older and all people of any age who have active or unstable pre-existing health conditions, should remain in their residences as much as possible during the pandemic. People in these categories should leave their residences only when necessary to seek medical care, exercise or obtain food or other necessities. The Health Officer strongly recommends that all employers offer telework or other accommodations to persons who are age 65 or older and all people of any age who have an active or unstable pre-existing health conditions.
5. All government agencies working in the course and scope of their public service employment are Essential Government Functions.
- a) All government employees are essential, including but not limited to, health care providers and emergency responders including employees who serve in the following areas: law enforcement; emergency services and management; first responders; fire; search and rescue; juvenile detention; corrections; healthcare services and operations; public health; laboratory or medical testing; mental health; community health; public works; executive management employees serving in these fields; all employees assigned to serve in or support the foregoing fields; and all employees whose services are otherwise needed to assist in a declared emergency.
  - b) While all government employees are essential, the employees identified here, and others called to serve in their Disaster Service Worker capacity, must be available to serve the public or assist in response or continuity of operations efforts during this health crisis to the maximum extent allowed under the law.
  - c) This Order does not, in any way, restrict (a) first responder access to the site(s) named in this Order during an emergency or (b) local, state or federal officers, investigators, or medical or law enforcement personnel from carrying out their lawful duties at the site(s) named in this Order.

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<sup>1</sup> Office of Governor Gavin Newsom, Action re: Project Roomkey, 4/3/2020, <https://www.gov.ca.gov/2020/04/03/at-newly-converted-motel-governor-newsom-launches-project-roomkey-a-first-in-the-nation-initiative-to-secure-hotel-motel-rooms-to-protect-homeless-individuals-from-covid-19/>; 2020-21 May Revision to the Governor's Budget, Project Roomkey, pg. 78-79

<sup>2</sup> Order re: Preliminary Injunction (Case No. LA CV 20-02291-DOC-KES), LA Alliance for Human Rights et al v. City of Los Angeles et al, States District Court Central District of California, 5/15/2020.

- d) All persons who perform Essential Governmental Functions are categorically exempt from this Order while performing such governmental functions or services. Each governmental entity shall identify and designate appropriate employees or contractors to continue providing and carrying out any Essential Governmental Functions. All Essential Governmental Functions should be performed in compliance with Social (Physical) Distancing, to the extent possible.
6. This Order does not supersede any stricter limitation imposed by a local public entity within the County of Los Angeles Public Health Jurisdiction.
  7. The Health Officer orders the continued closure of the following types of higher-risk businesses, recreational sites, commercial properties, and activities, where more frequent and prolonged person-to-person contacts are likely to occur:
    - a) Lounges and nightclubs;
    - b) [Intentionally Omitted]
    - c) Public entertainment venues: movie theaters, live performance theaters, concert venues, theme parks, and festivals;
    - d) Family entertainment centers such as bowling alleys, arcades, miniature golf, and batting cages;
    - e) [Intentionally Omitted];
    - f) [Intentionally Omitted];
    - g) Indoor and outdoor playgrounds for children, except those located within a school or childcare center;
    - h) Hot tubs, steam rooms and saunas not located on a residential property;
    - i) All events and gatherings, unless specifically allowed by this Order.
  8. All Essential Businesses may remain open to the public and conduct normal business operations, provided that they implement and maintain the Social (Physical) Distancing Protocol defined in Paragraph 20 and attached to this Order as **Appendix A**. An Essential Business' owner, manager, or operator must prepare and post a Social (Physical) Distancing Protocol for each facility or office located within the County of Los Angeles Public Health Jurisdiction and must ensure that the Essential Business meets all other requirements of the Social (Physical) Distancing Protocol.
  9. Lower-Risk Businesses are businesses that are not specified in Paragraph 7 of this Order, and not defined as an Essential Business in Paragraph 18 of this Order. There are five categories of Lower-Risk Businesses that may reopen under this Order: (1) retailers ("Lower-Risk Retail Businesses"), (2) manufacturing and logistics sector businesses that supply Lower-Risk Retail Businesses, (3) Non-Essential office-based businesses (although telework is strongly encouraged), (4) Indoor Malls and Shopping Centers, and (5) hair salons and barbershops. These five categories of Lower-Risk Businesses may reopen subject to the following conditions:

- a) For any Lower-Risk Retail Business that sells goods and services, the owner, manager, or operator must, for each facility located within the County of Los Angeles Public Health Jurisdiction, prior to reopening, prepare, implement and post the Reopening Protocols for Retail Establishments: Opening for In Person Shopping, attached to this Order as **Appendix B**.
  - b) For any non-retail Lower-Risk Business, that is a manufacturing and logistics sector business that supplies Lower-Risk Retail Businesses, the owner, manager, or operator must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol, applicable to the business type or location, attached to this Order as **Appendix C**.
  - c) For any Non-Essential office-based business, which includes faith-based office facilities for those employed by the organization and where the facility is their regular place of work, the owner, manager, or operator, must, prior to reopening, prepare implement and post the required Los Angeles County Department of Public Health Reopening Protocol Office-Based Worksites, attached to this Order as **Appendix D**.
  - d) For Indoor Malls and Shopping Centers, defined as: A building with (7) or more sales or retail establishments with adjoining indoor space, the owner or operator may reopen the Indoor Mall or Shopping Center up to 50% of overall shopping center capacity. Higher-risk businesses (e.g. movie theaters, bars, spas, nail salons, or other personal care establishments) located within an indoor mall or shopping center must continue to comply with Paragraph 7 of this Order, and remain closed until each of those types of establishments are allowed to resume modified or full operation. Indoor Mall or Shopping Center food courts, dining areas, or dine-in restaurant tenant operations must follow the current requirements for restaurants. The owner or operator of the Indoor Mall or Shopping Center must, prior to reopening, prepare implement and post the required Los Angeles County Department of Public Health Protocols for Shopping Center Operators, attached to this Order as **Appendix E**.
  - e) For hair salons and barbershops, the owner, manager, or operator must, prior to reopening, prepare, implement and post the Reopening Protocols for Hair Salons and Barbershops, attached to this Order as **Appendix H**.
- 9.5. The State Public Health Officer has provided guidance for certain sectors, businesses and activities in Stage 3 of the California Pandemic Resilience Roadmap to conditionally reopen no earlier than June 12, 2020. The Health Officer, after considering local epidemiological data and after consultation with the Board of Supervisors, approves the reopening of the following specific sectors, businesses and activities subject to the following conditions:
- a) Music, film and television production. Operations for music, film and television production may resume on June 12, 2020. The owner, manager, or operator of music, film and television production must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Music, Film and Television Production, attached

- to this Order as **Appendix J**, as well as abide by applicable industry-generated protocols.
- b) Day camps. Day camps may reopen on June 12, 2020. Day camp owners and operators must implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Day Camps, attached to this Order as **Appendix K**.
  - c) Fitness facilities. Fitness facilities, including private gymnasiums, may reopen on June 12, 2020. The owner, manager, or operator of fitness facilities must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Gyms and Fitness Establishments, attached to this Order as **Appendix L**.
  - d) Museums, galleries, botanical gardens, zoos, aquariums, and other similar exhibition spaces (collectively, "Museums"). Museums may reopen on June 12, 2020. The owner, manager, or operator of Museums and exhibition spaces must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Museums, Galleries, Zoos, and Aquariums, attached to this Order as **Appendix M**.
  - e) Professional sports without audiences. Professional sports teams and franchises may restart operations and competitions without audiences on June 12, 2020. The owner, manager, or operator of professional sports teams and franchises must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Protocol for Professional Sports Leagues and Facilities Opening for Training Sessions and Spectator-Free Events, attached to this Order as **Appendix N**, as well as abide by applicable industry-generate protocols.
  - f) Campgrounds, RV Parks and associated outdoor activities. Campgrounds and recreational vehicle parks may reopen on June 12, 2020. The owner, manager, or operator of campgrounds and RV Parks must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Campgrounds, RV parks and Cabin Rental Units, attached to this Order as **Appendix O**.
  - g) Cardrooms, satellite wagering facilities, and racetrack onsite wagering facilities. Cardrooms (casinos), satellite wagering facilities, and racetrack onsite wagering facilities may reopen on June 19, 2020. The owner, manager or operator of a cardroom (casino), satellite wagering facility, or racetrack onsite wagering facility must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Cardrooms, Satellite Wagering Facilities, and Racetrack Onsite Wagering Facilities, attached to this Order as **Appendix Q**.
  - h) Personal Care Establishments. These establishments include nail salons, tanning salons, esthetician, skin care, and cosmetology services; electrology, body art professionals, tattoo parlors, and piercing shops; and massage therapy (in non-healthcare settings), and may reopen on June 19, 2020, provided that the number of persons admitted into these establishments is limited to 50% of the total maximum occupancy (or occupant load) assigned for

that building or room on its Certificate of Occupancy or as determined by Section 1004 of the 2019 California Building Code. The owner, manager or operator of a personal care establishment must, prior to reopening, prepare, implement and post the required Los Angeles County Department of Public Health Reopening Protocol for Personal Care Establishments, attached to this Order as **Appendix R**.

- i) Bars, Winery and Brewery Tasting Rooms. These establishments may reopen on June 19, 2020, provided that the owner, operator or manager of a bar, winery or brewery tasting room, must implement and follow the Department of Public Health Reopening Protocol for Bars, Winery and Brewery Tasting Rooms, attached to this Order as **Appendix S**.

## **REASONS FOR THE ORDER**

10. This Order is based upon the following determinations: evidence of continued community transmission of COVID-19 within the County; continued uncertainty regarding the degree of undetected asymptomatic transmission; scientific evidence and best practices regarding the most effective approaches to slow the transmission of communicable diseases generally and COVID-19 specifically; evidence that a significant portion of the County population is at risk for serious health complications, including hospitalizations and death from COVID-19, due to age or pre-existing health conditions; and further evidence that other County residents, including younger and otherwise healthy people, are also at risk for serious negative health outcomes and for transmitting the virus to others. The Order's intent is to protect the public from the avoidable risk of serious illness and death resulting from the spread of COVID-19.
11. Existing community transmission of COVID-19 in Los Angeles County continues to present a substantial and significant risk of harm to residents' health. There is still no vaccine available yet to protect against COVID-19, and no treatment for it. As of June 17, 2020, there have been at least 77,189 cases of COVID-19 and 2,991 deaths reported in Los Angeles County. There remains a strong likelihood of a significant and increasing number of cases of community transmission. Making the community transmission problem worse, some individuals who contract the virus causing COVID-19 have no symptoms or have only mild symptoms, and so are unaware that they carry the virus and are transmitting it to others. Further, evidence shows that the virus can, at times, survive for several hours on surfaces and can be indirectly transmitted between individuals. Because even people without symptoms can transmit the virus, and because evidence shows the infection is easily spread, preventing, limiting, and placing conditions on various types of gatherings and other direct and indirect interpersonal interactions have been proven to reduce the risk of transmitting the virus.
12. Evidence suggests that the restrictions and requirements imposed by Prior Orders slowed the rate of increase in community transmission and hospitalizations by limiting interactions among people, consistent with the efficacy of similar measures in other parts of the country and world. Although the hospitals within the County are still seeing COVID-19 patients, including patients with severe illness, the hospitals have not

become overwhelmed or exceeded capacity. However, because there is not yet a vaccine or proven therapeutic drug, the public health emergency and attendant risks to the public's health by COVID-19 still predominate.

13. In line with the State Public Health Officer, the Health Officer is monitoring several key indicators (COVID-19 Indicators) within the County. Progress on some of these COVID-19 Indicators – specifically related to hospital utilization and capacity – makes it appropriate, at this time, to ease certain restrictions imposed by the Prior Orders. But the prevalence of the virus that causes COVID-19 requires other restrictions and modifications to continue. Activities and business operations that are permitted must be conducted in accordance with the required Social (Physical) Distancing, reopening protocols, and other infection control protocols ordered by the Health Officer.
14. The Health Officer will continue monitoring COVID-19 Indicators to assess the impact of easing restrictions and re-opening sectors. Those Indicators include, but are not limited to:
  - a. The number of new hospitalizations and deaths.
  - b. The capacity of hospitals and the healthcare system in the County, including acute care beds, Intensive Care Unit beds, and ventilators to provide care for existing COVID-19 patients and other patients, and capacity to surge with an increase of COVID-19 cases.
  - c. The supply of personal protective equipment (PPE) available for hospital staff, nursing home staff and other healthcare providers and personnel who need PPE to safely respond to and treat COVID-19 patients and other patients.
  - d. The ability and capacity to quickly and accurately test persons to determine whether individuals are COVID-19 positive, especially those in vulnerable populations or high-risk settings or occupations, and to identify and assess outbreaks.
  - e. The ability to conduct case investigation and contact tracing for the volume of future cases and associated contacts, isolating confirmed cases and quarantining persons who have had contact with confirmed cases.

## **DEFINITIONS AND EXEMPTIONS**

15. The following activities are permitted under this Order:
  - a. Engaging in activities or performing tasks important to the health and safety of family or household members (including pets), such as, visiting a health or veterinary care professional, obtaining medical supplies or medication, visiting a physician or child's pediatrician for routine care, such as, well-child visits and vaccinations;
  - b. Obtaining necessary services and supplies for family or household members, or delivering the same, such as, obtaining grocery items or necessary supplies from Essential Businesses for one's household or for delivery to others;



- c. Performing work for or accessing businesses that are open, or to carry out Minimum Basic Operations for businesses that are closed or operating remotely.
- d. Obtaining or accessing services from Essential Governmental Functions, such as, accessing court, social and administrative services, or complying with an order of law enforcement or court;
- e. Caring for minors, the elderly, dependents, persons with disabilities, or other vulnerable persons;
- f. Obtaining in-person behavioral health or substance use disorder support in therapeutic small group meetings, such as Alcoholics Anonymous or Narcotics Anonymous, provided that the gathering is limited to 10 people or fewer and Social (Physical) Distancing is practiced.
- g. Obtaining in-person faith-based counselling services where the service cannot reasonably be practiced remotely, provided that the gathering is limited to 10 people or fewer and Social (Physical) Distancing is practiced.
- h. Attending in-person faith-based services, provided that **any indoor** gathering of congregants **where a service is held,** is limited to the lower of 25% of the total maximum occupancy (or occupant load) assigned for that building **or room** on its Certificate of Occupancy or as determined by Section 1004 of the 2019 California Building Code, or a maximum of 100 people. **There is no maximum for faith-based services that are held outdoors, provided that the attendees have enough space to observe strict Social (Physical) Distancing, including a minimum of six feet between attendees from different households.** Faith-based organizations holding in-person services **both indoor and outdoor,** must follow the Department of Public Health Places of Worship Protocols, attached to this Order as **Appendix F.**
- i. Engaging in outdoor recreation activity, in compliance with Social (Physical) Distancing requirements and subject to the following limitations:
  - i. Outdoor recreation activity at parks, trails, piers, and beaches, and other open spaces must comply with any access or use restrictions established by the Health Officer, government, or other entity that manages the area to reduce crowding and the risk of COVID-19 transmission.
  - ii. Use of shared outdoor facilities for recreational activities, including but not limited to golf courses, tennis and pickleball courts, shooting and archery ranges, equestrian centers, model airplane areas, community gardens, and bike parks, must comply with any access or use restrictions established by the Health Officer, government, or other entity that manages the area to reduce crowding and the risk of COVID-19 transmission.
  - iii. Local public entities may elect to temporarily close certain streets or areas to automobile traffic, to allow for increased space for persons to engage in recreational activity permitted by and in compliance with Social (Physical) Distancing requirements specified in this Order.

- iv. Swimming pools and splash pads in any **non-residential** setting may reopen on June 12, 2020, with the owner, manager, or operator of the swimming pool or splash pad implementing and posting the required Los Angeles County Department of Public Health Protocol for Swimming Pools. All hot tubs, saunas, and steam rooms located on non-residential property remain closed.
  - v. For-hire fishing, guided fishing, or small-group chartered boat trips may resume operating on June 12, 2020, with the owner, manager, or operator of the charter business implementing the required Los Angeles County Department of Public Health Protocol for Chartered Boats.
  - j. Participating in a Vehicle-Based Parade. The host of the Vehicle-Based Parade must comply with all local ordinances, traffic control requirements, and state and local laws. Further, the host of Vehicle-Based Parades must comply with the Los Angeles County Department of Public Health Vehicle-Based Parade Protocol, attached to this Order as **Appendix G**.
  - k. Participating in an in-person protests as long as, **for indoor protests,** (1) attendance is limited to 25% of the relevant area's maximum occupancy, as defined by the relevant local permitting authority or other relevant authority, or a maximum of 100 attendees, whichever is lower, and (2) physical distancing of six (6) feet between persons or groups of persons from different households is maintained at all times. **Outdoor protests are permitted without a limit on attendees. Persons participating in a protest must wear a cloth face covering and maintain physical distancing of six (6) feet between persons or groups of persons from different households at all times, as well as observe the Department of Public Health Protocol for Public Demonstrations.**
16. Individuals may work for, train for, volunteer at, or obtain services at Healthcare Operations: hospitals, clinics, laboratories, dentists, optometrists, pharmacies, physical therapists, rehabilitation and physical wellness programs, chiropractors, pharmaceutical and biotechnology companies, other licensed healthcare facilities, healthcare suppliers, home healthcare service providers, mental or behavioral health providers, alcohol and drug treatment providers, cannabis dispensaries with a medicinal cannabis license and all other required state and local licenses, medical or scientific research companies, or any related and/or ancillary healthcare services, manufacturers, distributors and servicers of medical devices, diagnostics, and equipment, veterinary care, and other animal healthcare. This exemption shall be construed to avoid any impact to the delivery of healthcare, broadly defined.
17. Individuals may provide any service, train for, or perform any work necessary to the operation and maintenance of Essential Infrastructure, which is defined as, public health operations, public works construction, airport operations, port operations, food supply, water, sewer, gas, electrical, oil extraction and refining, roads and highways, public transportation, solid waste collection, removal and processing, flood control and watershed protection, cemeteries, mortuaries, crematoriums, and internet and telecommunications systems (including the provision of essential global, national,

local infrastructure for computing services, business infrastructure, communications, and web-based services), and manufacturing and distribution companies deemed essential as part of the Essential Infrastructure supply chain, provided that they carry out those services or that work. In providing these services, training for, or performing this work, individuals must comply with Social (Physical) Distancing requirements to the extent practicable.

18. For purposes of this Order, Essential Businesses are:

- a. Grocery stores, certified farmers' markets, farm and produce stands, supermarkets, food banks, convenience stores, warehouse stores, and other establishments engaged in the retail sale of canned food, dry goods, fresh fruit and vegetables, pet supply, water, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning or personal care products). This includes stores that sell groceries and other non-grocery products, such as products necessary to maintaining the safety, sanitation, and essential operation of residences. This does not include businesses that sell only prepackaged non-potentially hazardous food which is incidental to the primary retail business;
- b. Food processors, confectioners, food packagers, food testing labs that are not open to the public, and food cultivation, including farming, livestock, and fishing;
- c. Organizations and businesses that provide food, shelter, social services, and other necessities of life for economically disadvantaged or otherwise needy individuals (including gang prevention and intervention, domestic violence, and homeless service agencies);
- d. Newspapers, television news, radio, magazine, podcast and journalism activities, including taped, digitally recorded or online-streamed content of any sort that is produced by one or more members of a single household, within the household's residence and without the physical presence of any non-member of the household.
- e. Gas stations, auto-supply, mobile auto repair operations, auto repair shops (including, without limitation, auto repair shops adjacent to or otherwise in connection with a retail or used auto dealership), and bicycle repair shops and related facilities;
- f. Banks, credit unions, financial institutions and insurance companies;
- g. Hardware stores, nurseries; building supply stores;
- h. Plumbers, electricians, exterminators, custodial/janitorial workers, handyman services, funeral homes and morticians, moving services, HVAC installers, carpenters, vegetation services, tree maintenance, landscapers, gardeners, property managers, private security personnel and other service providers who provide services to maintain the safety, sanitation, and essential operation to properties and other Essential Businesses;
- i. Businesses providing mailing and shipping services, including post office boxes;
- j. Educational institutions (including public and private K-12 schools, colleges, and universities). Public and private K-12 schools and school-based programs may

- begin planning for forth-coming school year in compliance with the State Public Health Officer's guidance for Schools and School-Based Programs;
- k. Laundromats, dry cleaners, and laundry service providers;
  - l. Restaurants and other food facilities that prepare and serve food. Restaurants and other food facilities that provide in-person dining must follow the Department of Public Health Restaurant Opening for On-Site Dining Protocols, attached to this Order as **Appendix I**. Cafeterias, commissaries, and restaurants located within hospitals, nursing homes, or other licensed health care facilities may provide dine-in service, as long as Social (Physical) Distancing is practiced;
  - m. Businesses that supply office or computer products needed by people who work from home;
  - n. Businesses that supply other Essential Businesses with the support or supplies necessary to operate;
  - o. Non-manufacturing, transportation or distribution businesses that ship, truck, transport, or provide logistical support to deliver groceries, food, goods or services directly to residences, Essential Businesses, Healthcare Operations, and Essential Infrastructure. This exemption shall not be used as a basis for engaging in sales to the general public from retail storefronts;
  - p. Airlines, taxis, ride sharing services and other private transportation providers providing transportation services necessary for activities of daily living and other purposes expressly authorized in this Order;
  - q. Businesses that manufacture parts and provide necessary service for Essential Infrastructure;
  - r. Home-based care for seniors, adults, disabled persons, or children;
  - s. Residential facilities and shelters for homeless residents, disabled persons, seniors, adults, children and animals;
  - t. Professional services, such as legal, payroll or accounting services, when necessary to assist in compliance with legally mandated activities, and the permitting, inspection, construction, transfer and recording of ownership of housing, including residential and commercial real estate and anything incidental thereto, provided that appointments and other residential viewings must only occur virtually or, if a virtual viewing is not feasible, by appointment with no more than two visitors at a time residing within the same household or living unit and one individual showing the unit (except that in-person visits are not allowed when the occupant is still residing in the residence);
  - u. Childcare facilities. To the extent possible, childcare facilities must operate under the following conditions: (1) Childcare must be carried out in stable groups of 10 or fewer ("stable" means the same ten (10) or fewer children are in the same group each day); (2) Children shall not change from one group to another; (3) If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other; (4) Childcare providers shall remain solely with one group of children;

- v. Hotels, motels, shared rental units and similar facilities. Beginning June 12, 2020, these may reopen for tourism and individual travel, in adherence with the required Los Angeles County Department of Public Health Reopening Protocol for Hotels, Lodging and Short-Term Rentals, attached to this Order as **Appendix P**;
  - w. Construction, which includes the operation, inspection, and maintenance of construction sites and construction projects for construction of commercial, office and institutional buildings, residential and housing construction; and
  - x. Manufacturers and retailers of fabric or cloth that is made into personal protective equipment, such as, face coverings.
19. For purposes of this Order, "Social (Physical) Distancing" means: (1) Maintaining at least six (6) feet of physical distance from individuals who are not members of the same household; (2) Frequently washing hands with soap and water for at least 20 seconds, or using hand sanitizer that contains at least 60% alcohol; (3) Wearing a cloth face covering when whenever an individual leaves their home or place of residence, and when an individual is or can be in contact with or walking by or past others who are non-household members in both public and private places, whether indoors or outdoors. Wearing a cloth face covering reduces the risk of transmission to others from people who do not have symptoms and do not know they are infected; and (4) Avoiding all physical interaction outside the household when sick with a fever or cough, except for necessary medical care.
20. For purposes of this Order, the "Social (Physical) Distancing Protocol" that must be implemented and posted must demonstrate how the following infection control measures are being implemented and achieved, as applicable:
- a. Limiting the number of people who may enter into the facility at any one time to ensure that people in the facility can easily maintain a minimum six (6) foot physical distance from others, at all times, except as required to complete a business activity or transaction. Members of a single household or living unit may stand or move together but must be separated from others by a physical distance of at least six (6) feet.
  - b. Where lines may form at a facility, marking six (6) foot increments at a minimum, establishing where individuals should stand to maintain adequate Social (Physical) Distancing, whether inside or outside the facility.
  - c. Providing hand sanitizer, soap and water, or effective disinfectant at or near the entrance of the facility and in other appropriate areas for use by the public and employees, and in locations where there is high-frequency employee interaction with members of the public (e.g., cashiers). Restrooms normally open to the public shall remain open to the public.
  - d. Posting a sign in a conspicuous place at all public entries that instructs the public not to enter if they are experiencing symptoms of respiratory illness, including fever or cough, to wear face coverings, and to maintain Social (Physical) Distancing from one another.

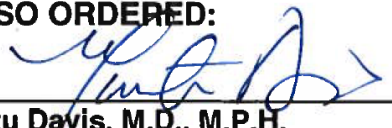
- e. Providing for the regular disinfection of high-touch surfaces, and disinfection of all payment portals, pens, and styluses after each use. All businesses are encouraged to also offer touchless payment mechanisms, if feasible.
  - f. Providing cloth-face coverings to employees and contracted workers whose duties require close contact with other employees and/or the public.
  - g. Requiring that members of the public who enter the facility wear a face-covering, which reduces the risk of “asymptomatic” or “pre-symptomatic” transmission to workers and others, during their time in the facility.
  - h. Adhering to communicable disease control protocols provided by the Los Angeles County Department of Public Health, including requirements for cleaning and disinfecting the site. See protocols posted at [www.publichealth.lacounty.gov/media/Coronavirus/](http://www.publichealth.lacounty.gov/media/Coronavirus/)
21. Operators of businesses that are required to cease in-person operations may conduct Minimum Basic Operations, which means:
- a. The minimum necessary activities to maintain and protect the value of the business's inventory and facilities; ensure security, safety, and sanitation; and process payroll and employee benefits;
  - b. The minimum necessary activities to facilitate the business's owners, employees, and contractors being able to continue to work remotely from their residences, and to ensure that the business can deliver its services remotely.

### **ADDITIONAL TERMS**

22. The County shall promptly provide copies of this Order by: (a) posting it on the Los Angeles Department of Public Health's website ([www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov)), (b) posting it at the Kenneth Hahn Hall of Administration located at 500 West Temple Street, Los Angeles, CA 90012, (c) providing it to any member of the public requesting a copy, and (d) issuing a press release to publicize the Order throughout the County.
- a. The owner, manager, or operator of any facility that is likely to be impacted by this Order is strongly encouraged to post a copy of this Order onsite and to provide a copy to any member of the public requesting a copy.
  - b. Because guidance may change, the owner, manager, or operator of any facility that is subject to this Order is ordered to consult the Los Angeles County Department of Public Health's website ([www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov)) daily to identify any modifications to the Order and is required to comply with any updates until the Order is terminated.
23. If any subsection, sentence, clause, phrase, or word of this Order or any application of it to any person, structure, gathering, or circumstance is held to be invalid or unconstitutional by a decision of a court of competent jurisdiction, then such decision will not affect the validity of the remaining portions or applications of this Order.

24. This Order incorporates by reference, the March 4, 2020 Proclamation of a State of Emergency issued by Governor Gavin Newsom and the March 4, 2020 declarations of a local and public health emergency issued by the Los Angeles County Board of Supervisors and Los Angeles County Health Officer, respectively, and as they may be supplemented.
25. This Order is issued to align the County with the phased reopening approach of the California's Pandemic Resilience Roadmap. This Order will be revised in the future as the State Public Health Officer progressively designates sectors, businesses, establishments, or activities that may reopen with certain modifications at a pace designed to protect health and safety. Should local COVID-19 conditions warrant, the Health Officer may, after consultation with the Board of Supervisors, issue orders that are more restrictive than the guidance and orders issued by the State Public Health Officer.
26. This Order is consistent with the provisions in the Governor's Executive Order N-60-20 and the State Public Health Officer's May 7, 2020 Order, that local health jurisdictions may implement or continue more restrictive public health measures in the jurisdiction if the local health officer believes conditions in that jurisdiction warrant them. Where a conflict exists between this Order and any state public health order related to controlling the spread of COVID-19 during this pandemic, the most restrictive provision controls. Consistent with California Health and Safety Code section 131080, except where the State Health Officer may issue an order expressly directed at this Order or a provision of this Order and based upon a finding that a provision of this Order constitutes a menace to the public health, any more restrictive measures in this Order may continue to apply and control in the County of Los Angeles Public Health Jurisdiction.
27. Pursuant to Sections 26602 and 41601 of the California Government Code and Section 101029 of the California Health and Safety Code, the Health Officer requests that the Sheriff and all chiefs of police in all cities located in the Los Angeles County Public Health Jurisdiction ensure compliance with and enforcement of this Order. The violation of any provision of this Order constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is punishable by fine, imprisonment or both.
28. This Order shall become effective immediately on **June 18, 2020** and will continue to be until it is revised, rescinded, superseded, or amended in writing by the Health Officer.

**IT IS SO ORDERED:**

  
\_\_\_\_\_  
**Muntu Davis, M.D., M.P.H.**  
Health Officer,  
County of Los Angeles

**JUNE 18, 2020**  
\_\_\_\_\_  
**Date**

## Appendices At-A-Glance

All DPH protocol is available at:

<http://www.publichealth.lacounty.gov/media/Coronavirus/>

**Appendix A:** Protocol for Social Distancing

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

**Appendix C:** Reopening Protocol for Warehousing, Manufacturing and Logistic Establishments

**Appendix D:** Protocols for Office Worksites

**Appendix E:** Protocols for Shopping Center Operators

**Appendix F:** Protocol for Places of Worship

**Appendix G:** Protocol for Vehicle-Based Parades

**Appendix H:** Reopening Protocol for Hair Salons and Barbershops

**Appendix I:** Protocol for Restaurants Opening for On-Site Dining

**Appendix J:** Reopening Protocol for Music, Film, and Television Production

**Appendix K:** Reopening Protocol for Day Camps

**Appendix L:** Reopening Protocol for Gyms and Fitness Establishments

**Appendix M:** Reopening Protocol for Museums, Galleries, Zoos, and Aquariums

**Appendix N:** Protocol for Professional Sports Leagues and Facilities Opening for Training Sessions and Spectator-Free Events

**Appendix O:** Reopening Protocol for Campgrounds, RV parks and Cabin Rental Units

**Appendix P:** Reopening Protocol for Hotels, Lodging, and Short-Term Rentals

**Appendix Q:** Reopening Protocol for Cardrooms, Satellite Wagering Facilities, and Racetrack Onsite Wagering Facilities

**Appendix R:** Reopening Protocol for Personal Care Establishments

**Appendix S:** Reopening Protocol for Bars, Winery and Brewery Tasting Rooms



## Reopening Protocol for Cardrooms, Satellite Wagering Facilities and Racetracks with Onsite Wagering: Appendix Q

Effective as of Friday, June 19, 2020

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow Cardrooms, Satellite Wagering Facilities and Racetracks with Onsite Wagering to safely reopen. The requirements below are specific to these businesses. In addition to the conditions imposed on cardrooms, satellite wagering facilities and racetracks by the Governor, these types of businesses must adhere to the conditions laid out in this Protocol, including any occupancy limits.

Cardrooms, satellite wagering facilities and racetracks that operate other services or facilities may need to comply with the following guidance:

- DPH Protocols for Restaurants
- DPH Protocols for Retail Establishments
- DPH Protocols for Hotels
- DPH Protocols for Fitness Centers

Note that Cardrooms, satellite wagering facilities, and racetracks with onsite wagering that operate or lease bars, spas, nightclubs, lounges, conventions, indoor and outdoor sporting and entertainment venues, etc. should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation. Racetracks are currently allowed to operate without spectators. All public events or concentrated gatherings, including musical or other performances at these facilities, must be canceled or postponed.

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, including those listed above.

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:

---

Occupancy Allowed,  
per 50% Occupancy Limit:

---

Approximate total square footage  
of space open to the public:

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**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.
- Consider offering workers who request modified duties options that minimize their contact with patrons and other employees (e.g., managing inventory rather than working as a dealer, server, cashier or managing administrative needs through telework).
- In compliance with wage and hour laws, 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. Employers have provided information to employees regarding [employer or government sponsored leave benefits](#), including their right to paid sick leave as guaranteed by the [Families First Coronavirus Response Act](#).
- 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.
- 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, covering both the nose and mouth, 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 room, office or walled cubicle.
- Employees are instructed to wash their face coverings daily.
- Employers should consider whether gloves should also be provided to employees to supplement frequent handwashing. For example, employees who participate in screening patrons or guests to the establishment, handle frequently touched items, and/or handle items contaminated by body fluids should wear gloves.
- All workstations, including office spaces, gaming tables, casino cages, meeting rooms, etc. are reconfigured to ensure workspaces allow for six feet between employees and patrons. Place additional limitations on the number of workers in enclosed areas such as supply rooms, to ensure at least six feet separation between employees.

- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  - Break rooms \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Gaming tables \_\_\_\_\_
  - 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.
- 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. Provide time between dealer rotations to allow for thorough hand washing.
- 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. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) 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 employees and patrons in the facility at a given time is restricted to 50% maximum occupancy to ensure that patrons and employees are able to maintain physical distancing of at least six feet. Where feasible, parking is limited to further enforce maximum occupancy limits.
  - Maximum number of patrons in facility limited to: \_\_\_\_\_
- The establishment monitors all entrances in order to track occupancy. Some public entrances to the establishment may be designated "exit only" to enable easier tracking of total building occupancy.
- Security staff remind patrons of the importance of maintaining physical distancing, wearing face coverings at all times, and that they should not congregate with others inside or outside the establishment.
- A staff person (or staff people if there is more than one entrance) wearing a cloth face covering is 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 to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among employees and patrons in all facility locations. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and patrons should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

- Tape or other markings assist patrons in keeping a 6 feet distance between them and others in 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.
- If the establishment has elevators, 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 a 6-foot physical distance between riders. All riders are required to wear cloth face coverings. Monitor elevator use and consider using staff to assist with elevator queuing if the elevator is in high demand.
- Public seating areas (e.g., lounge chairs or benches) are configured to support physical distancing.
- Gaming tables, chairs, tables, and gaming machines are configured to ensure that patrons and employees are able to maintain a 6-foot physical distance and/or there is an appropriate physical barrier to limit possible exposures. For example, chairs or stools in front of every other gaming machine may be removed so that patrons do not sit next to each other. If such items cannot be removed, use visual cues to show that they are not available for use or install Plexiglas or other types of impermeable barriers to minimize exposure.
- The number of patrons at gaming tables and machines is limited such that patrons have increased physical distance. Non-player game watching is discontinued if it increases the chance of patrons breaking physical distance of six feet.
- For racetracks and satellite wagering facilities with betting windows, some windows have been closed to allow six feet of separation between windows, where possible. Consider installing physical impermeable barriers at betting windows.
- 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.

### 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.
- To reduce the risk of [Legionnaires' disease](#) and other diseases associated with water, the establishment operator has [taken steps](#) to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe: \_\_\_\_\_
- Common and high traffic areas such as lobbies, waiting areas, and break rooms, and frequently touched objects (e.g., counters, club terminals, gaming machines, devices, chairs, handrails, elevator controls, doorknobs or handles, credit card readers, elevator buttons, escalator handrails, ATM pin pads, etc.) are disinfected on an hourly basis during business hours using [EPA approved disinfectants](#) following the manufacturer's instructions for use.
- Equipment and furniture that must be shared is cleaned and disinfected between shifts or between users, whichever is more frequent, including but not limited to working surfaces, keys, chips in play, gaming table rails and chairs, dice and tiles, cards (if not discarded after use), electronic playing book forms, touchscreens, time clocks, cleaning equipment and stationary and mobile equipment controls.

- Terminals, desks and help counters are equipped with proper sanitation products, including hand sanitizer and sanitizing wipes, and personal hand sanitizer is provided to all staff assisting customers.
- Symptom checks are conducted before patrons may enter the facility. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the patron may be experiencing. These checks can be done remotely or in person upon the patron's arrival. A temperature check should be done if feasible.
- Patrons are instructed that they must wear cloth face coverings while inside the facility, at all gaming tables and machines, and in any outdoor areas where they are in contact with others not in their household. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement. Patrons may remove their face coverings temporarily when eating and drinking in restaurants, dining rooms, and bars.
- Hand sanitizer stations (touchless wherever possible) are placed in all high traffic areas such as reception, lobbies, gaming tables, restaurant entrances, and elevator lobbies, and other areas where queuing and handling of chips, cards, money, tickets, etc. will occur including but not limited to machine banks, gaming tables, ATM machines, ticket redemption machines, casino cages, restrooms, etc. Sanitizing stations are monitored and replenished as necessary.
- When patrons and employees pass items back and forth for an extended period of time (such as chips and cards), patrons are reminded to use hand sanitizer frequently and not to touch their eyes, nose and mouth. Consider offering disposable gloves at each table to be used by patrons.
- Cards are changed upon every dealer rotation, disposed of by the outgoing dealer and replaced with new cards.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- Public restrooms are sanitized regularly using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:  

---
- Public drinking water fountains are turned off and have signs informing patrons that they are inoperable. All self-service coffee, water, and snack areas are closed unless patrons and employees are capable of dispensing without physical touching.
- Employee restrooms are not available for customer use.
- Customer entrances and exits, counter service areas, and other common-space areas are equipped with proper sanitation products, including alcohol-based hand sanitizer, disinfectants, tissues, disposable towels, and no-touch trash cans.
- Restaurants, snack bars or concessions stands comply with the [Checklist for Reopening Restaurants](#). Meal and beverage service at gaming tables is discontinued.
- Optional—Describe other measures:

#### **D. MEASURES THAT COMMUNICATE TO THE PUBLIC**

- A copy of this protocol is posted at all public entrances to the establishment.
- Signage at the entry and/or where patrons line up notifies patrons of occupancy limit and requirement that they wear a face covering to enter the facility.
- Display signage at entrances, cage counters, restrooms, ATM machines, ticket redemption stations, gaming tables, etc. to remind patrons of physical distancing, proper use of face coverings and the importance of hand hygiene at every opportunity.
- Online outlets of the establishment (website, social media, etc.) provide clear information about establishment hours, required use of face coverings, limited occupancy, and other relevant issues.

**E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

- Services that are critical to the patrons/clients have been prioritized.
- Measures are instituted to assure access to goods and services for patrons 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 Personal Care Establishments: Appendix R

Effective as of June 19, 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 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.

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).

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:**

---

**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.
- 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.
- 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 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 workers can be maintained in break rooms at all times.
- 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 desks 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.

- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait outside or 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, such as bathrooms, hallways, or credit card terminals.
- Occupancy in worker 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

- 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.
  - 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.
- 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, 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) 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 rooms 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.
- Doors are left open, where possible, if they do not open and close automatically. *Exception: Body art facilities must maintain doors closed.*
- 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.
- Consider upgrading existing ventilation to include locally exhausted nail tables.
- 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 in the salon, 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 is also to be worn when providing treatment on facial or neck areas that do not enable the client to wear a face covering.
- 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.

#### **ADDITIONAL CONSIDERATIONS FOR BODY ART FACILITIES**

- Clients are instructed that they must wear cloth face coverings during the entirety of the service.
- Workers are required to wear face coverings at all times. 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.
- Disposable gloves are required throughout the tattooing or piercing service and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Piercing and tattooing services for the mouth/nose area have been suspended.
- The Infection Prevention Control Plan has been updated to include additional cleaning, disinfection and other measures, as needed. The additional measures include:
  - Increased cleaning and disinfection of body art procedure areas and equipment
  - Maintaining accurate documentation logs

#### **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.
- Facial massages or other hands-on work to the face services will be evaluated to determine if they can be provided. If provided, non-latex gloves are used. A client's face covering must remain on during service.
- 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, 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:**

\_\_\_\_\_

## Reopening Protocol for Bars, Wineries and Brewery Tasting Rooms: Appendix S Effective as of Friday, June 19, 2020

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow the reopening of bars, brewpubs, craft distilleries, brewery and winery tasting rooms. In addition to the conditions imposed on these facilities by the State Public Health Officer, bars, breweries, tasting rooms, distilleries and wineries must adhere to occupancy limits and applicable protocols:

- Brewpubs, craft distilleries and breweries and wineries, with premises set aside for beer and/or wine tasting, that are exempt from the definition of a food facility by California Health and Safety Code Section 113789(c)(5), and do not require a health permit to operate because no food, except for crackers, pretzels, or prepackaged food that is not potentially hazardous food is offered for sale or for onsite consumption must comply with the employee safety and infection control requirements of this Reopening Protocol for Bars, Wineries and Brewery Tasting Rooms. Bars, breweries, tasting rooms, craft distilleries and wineries that possess a valid low-risk restaurant permit issued by Public Health, must comply with the employee safety and infection control requirements of this Reopening Protocol for Bars, Wineries and Brewery Tasting Rooms.
- Bars, breweries, brewpubs, tasting rooms, craft distilleries and wineries that offer on-site dining and possess a valid moderate or high-risk restaurant permit issued by Public Health must adhere to the Protocol for Restaurants: Appendix I.

Bars, breweries, brewpubs, tasting rooms, craft distilleries and wineries must discontinue any game operations such as bowling alleys or pool tables until these activities are permitted to open in modified or full operation.

Venues that are currently authorized to sell beer, wine, and spirits to be consumed off premises are required to follow Appendix B: Protocols for Retail Establishments Opening for In-person Shopping. Producers of beer, wine, and spirits are required to follow Appendix C: Reopening Protocol for Warehousing, Manufacturing and Logistic Establishments.

This protocol is not intended for concert, performance, or entertainment venues that have on-site bar facilities. These bar 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 facilities 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:**

**Date Posted:**

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**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 that the employee 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.
- 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](#).
- 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.
- 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 and care of face covering, including wearing it over both the nose and mouth and the need to wash their face coverings daily.
- Face shields are provided and worn by all 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.
- The number of employees serving individual customers or groups, should be limited in compliance with wage and hour regulations.
- Employees are directed to ensure hand hygiene practices including hand wash 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 facility other than designated break rooms.



- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use of 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**

- An employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor occupancy capacity limits and 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-in counters, restrooms, elevator lobbies, waiting areas, and any other areas where customers are likely to 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.
- Prioritize outdoor seating as allowed by local zoning and planning codes.
- Expand outdoor seating where possible, in compliance with local zoning codes. For outdoor seating, maintain 6 feet physical distancing standards.
- 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.
- Limit occupancy within the facility to ensure there is adequate distancing and/or physical barriers between tables that minimizes contact between customers at different tables. See attached diagram for examples of approved seating arrangements with physical barriers where noted.
  - Indoor in-person occupancy capacity is not to exceed 50% of prior maximum seating capacity to allow sufficient space for social (physical) distancing between groups of customers; distancing should be 6 feet between groups of customers and/or use physical barriers. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
  - Outdoor seating is subject to adhering to the 6 feet physical distancing requirements between groups of customers but is not to be included in the occupancy limit.
  - Customers are prohibited from purchasing and consuming beverages while standing in the facility.

- Customers may order and drink at the bar if they can remain seated, and if they can maintain six feet of distance from one another and from the bartender as well as six feet of distance from employee work or drink preparation areas.
- Customers are not allowed to order and pick up drinks at the bar and transport them to their tables. Any drinks ordered at a table will be brought to the table by wait staff.
- Discontinue seating of customers in areas where customers cannot maintain six feet of distance from employee work or food and drink preparation areas.
- Entertainment operations, including but not limited to, karaoke, dancing, open mic performances, trivia activities, mixers, pub crawls, and performances are prohibited.
- Services and activities that carry an increased risk of contamination from sharing and splashing such as drinking games and/or contests, and drop shots, among others, are not allowed.
- Discontinue the use of shared entertainment items that are difficult to properly clean and disinfect such as board games, and books, among others.
- Limit excessive consumption of alcohol that could deter guests' compliance with these guidelines.
- Design interaction between customers, and employees to allow for physical distancing.
  - Floors in and outside of the facility where customers, or others may wait 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.
- If feasible institute a reservation system or customers should be notified to call in advance to confirm seating/serving capacity, where possible. Contact information for each party is collected either at time of reservation booking or on site if practicable in the normal course of business operations 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.
- Limit the number of guests at a single 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 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 host stands and cashiers, where maintaining physical distance of six feet is difficult.
  - Limit the number of wait staff 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.

### ADDITIONAL CONSIDERATIONS FOR TASTING ROOMS

- Provide a clean glass for each tasting and, if possible, do not pour beverages into a glass that a customer has already used (smelled, tasted from, etc.)
- The use of communal dump buckets, spit buckets, spittoons, etc. must be discontinued
  - Provide individual, disposable cups to each guest instead to avoid splash contamination between guests.
- Do not touch beverage container necks to cups, glasses, etc., when pouring wine, beer, or spirits.
- Take measures to ensure that tasting group appointment times do not overlap to minimize interaction of people from different groups and places.
- Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from customers/visitors.

## 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 when applicable.
- Refilling beverages at the table from common containers (e.g. pitchers, carafes, decanters, and bottles) is not allowed. Clean glassware is provided for customer refills.

### FACILITY CONSIDERATIONS

- An 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 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 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. 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.
- Music volume is adjusted to ensure that wait staff are able to hear customer orders without having to lean into the customer.
- 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.
- 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.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each customer use and transported from dining areas in sealed bags. Employees should wear gloves when handling dirty linens.
- 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 customers to socialize after, 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:**

**Business Contact Name:**

\_\_\_\_\_

**Phone number:**

\_\_\_\_\_

**Date Last Revised:**

\_\_\_\_\_

**Examples of approved seating arrangements within the allowable occupancy**

(Each square is 6"x 6")

Barriers must be made of impermeable, cleanable, and durable materials that can be frequently cleaned and sanitized. Barriers must provide at least six-foot high barrier and must be installed per fire and building codes so as to not interfere with the ventilation or fire protection systems. Barriers must provide 30 inches above the table and other dimensions noted in diagrams.

