

COVID Operational Compliance for Business

SAN MATEO COUNTY

SILICON VALLEY
CONVENTION AND VISITORS BUREAU



COUNTY OF SAN MATEO
Business Compliance Unit



COUNTY OF SAN MATEO
Business Compliance Unit

**SAN MATEO
COUNTY HEALTH**

All together better.

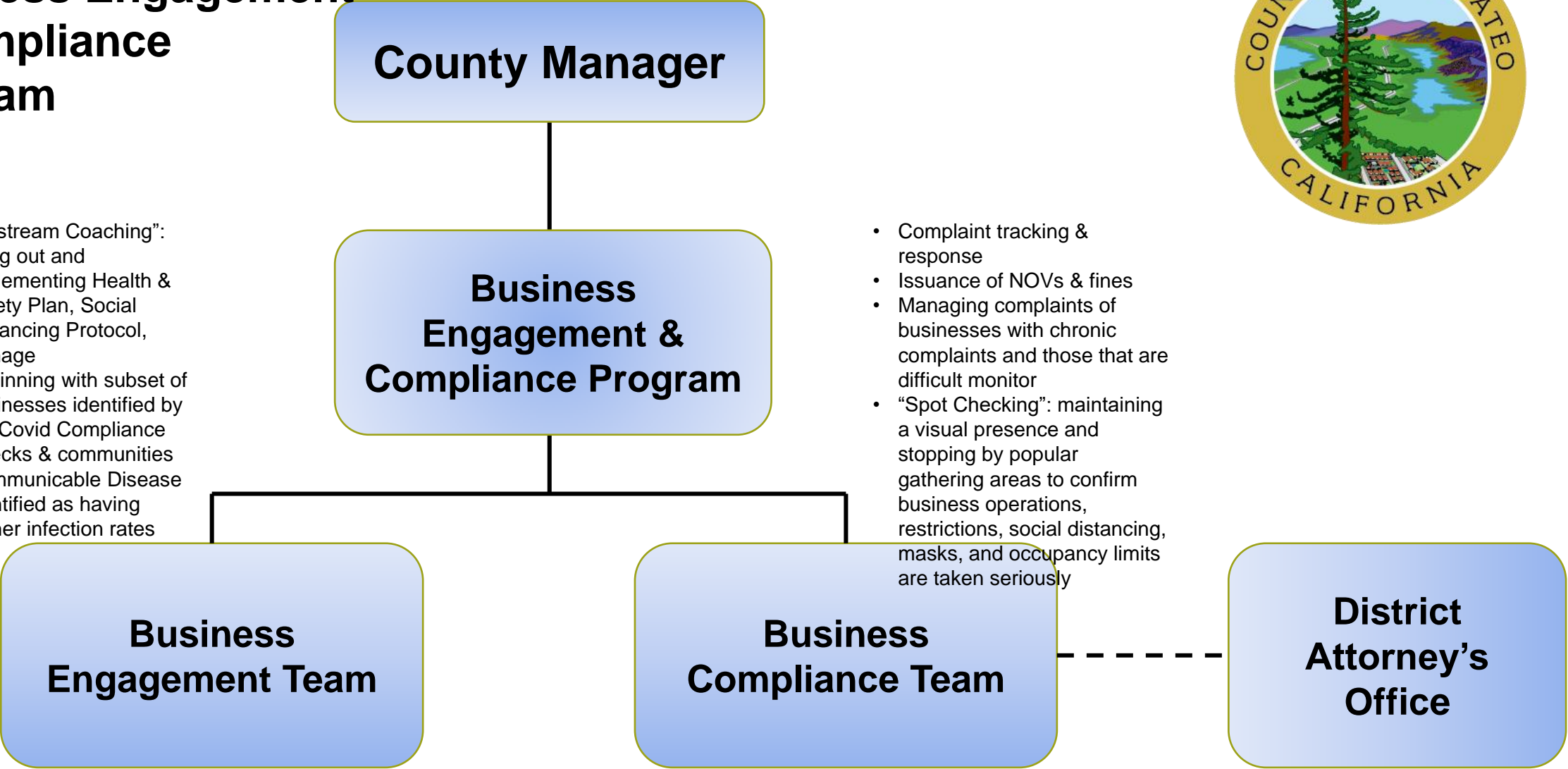
**COVID-19 Business
Compliance Unit**

Business Engagement & Compliance Program



- “Upstream Coaching”: filling out and implementing Health & Safety Plan, Social Distancing Protocol, signage
- Beginning with subset of businesses identified by EH Covid Compliance Checks & communities Communicable Disease identified as having higher infection rates

- Complaint tracking & response
- Issuance of NOVs & fines
- Managing complaints of businesses with chronic complaints and those that are difficult monitor
- “Spot Checking”: maintaining a visual presence and stopping by popular gathering areas to confirm business operations, restrictions, social distancing, masks, and occupancy limits are taken seriously



Health Officer Order June 17, 2020



Dr. Scott Morrow, Health Officer
Cassius Lockett, PhD, Director

Public Health, Policy & Planning
225 37th Avenue
San Mateo, CA 94403
smchealth.org

**ORDER No. c19-11 OF THE HEALTH OFFICER
OF THE COUNTY OF SAN MATEO DIRECTING
ALL INDIVIDUALS IN THE COUNTY TO LIMIT GATHERINGS TO NOT EXCEED
50 PEOPLE, ALLOW SOCIAL BUBBLES, ADHERE TO SOCIAL DISTANCING
REQUIREMENTS, FACE COVERING REQUIREMENTS, AND REQUIRING
BUSINESSES TO IMPLEMENT A SOCIAL DISTANCING PROTOCOL AND
WRITTEN HEALTH AND SAFETY PLANS**

DATE OF ORDER: June 17, 2020

Please read this Order carefully. Violation of or failure to comply with this Order is a misdemeanor punishable by fine, imprisonment, or both. (California Health and Safety Code § 120295, *et seq.*; Cal. Penal Code §§ 69, 148(a)(1))

UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER OF THE COUNTY OF SAN MATEO ("HEALTH OFFICER") ORDERS:

1. **Introduction.** On June 12, 2020, after having addressed the criteria listed in the COVID-19 County VeriScan Attestation form as set forth by the California Department of Public Health ("CDPH"), the



COUNTY OF SAN MATEO
Business Compliance Unit

June 17 County Health Order

**Aligns
SMC with
State
Order**

**Requires
Social
distancing
and face
coverings**

**Requires
Social
Distancing
protocol
and H&S
plans at
businesses**



State Tiers for Reopening



COUNTY OF SAN MATEO
Business Compliance Unit

SMC currently in Purple “Widespread” Tier 1

SECTORS	Widespread Tier 1	Substantial Tier 2	Moderate Tier 3	Minimal Tier 4
Hotels and Lodging	Open with modifications	Open with modifications <ul style="list-style-type: none"> +Fitness centers (+10%) 	Open with modifications <ul style="list-style-type: none"> +Fitness centers (+25%) +Indoor pools 	Open with modifications <ul style="list-style-type: none"> +Fitness Centers (50%) +Spa facilities etc.
Gyms and Fitness Centers	Outdoor Only with modifications	Open indoors with modifications <ul style="list-style-type: none"> Max 10% capacity +Climbing walls 	Open indoors with modifications <ul style="list-style-type: none"> Max 25% capacity +Indoor pools 	Open indoors with modifications <ul style="list-style-type: none"> +Saunas +Steam rooms Max 50% capacity
Restaurants	Outdoor Only with modifications	Open indoors with modifications <ul style="list-style-type: none"> Max 25% capacity or 100 people, whichever is fewer 	Open indoors with modifications <ul style="list-style-type: none"> Max 50% capacity or 200 people, whichever is fewer 	Open indoors with modifications <ul style="list-style-type: none"> Max 50% capacity
Shopping Centers (Malls, Destination Centers, Swap Meets)	Open Indoors with modifications <ul style="list-style-type: none"> Max 25% capacity Closed common areas Closed food courts 	Open indoors with modifications <ul style="list-style-type: none"> Max 50% capacity Closed common areas Reduced capacity food courts (see restaurants) 	Open indoors with modifications <ul style="list-style-type: none"> Closed common areas Reduced capacity food courts (see restaurants) 	Open Indoors with modifications <ul style="list-style-type: none"> Reduced capacity food courts (see restaurants)

Found on [CDPH website](#)

SECTORS	Widespread Tier 1	Substantial Tier 2	Moderate Tier 3	Minimal Tier 4
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Gyms and Fitness Centers	Outdoor Only with modifications	Open indoors with modifications <ul style="list-style-type: none"> Max 10% capacity 	Open indoors with modifications <ul style="list-style-type: none"> Max 25% capacity +indoor pools 	Open indoors with modifications <ul style="list-style-type: none"> +Saunas +Spas +Steam rooms Max 50% capacity
Restaurants	Outdoor Only with modifications	Open indoors with modifications <ul style="list-style-type: none"> Max 25% capacity or 100 people, whichever is fewer 	Open indoors with modifications <ul style="list-style-type: none"> Max 50% capacity or 200 people, whichever is fewer 	Open indoors with modifications <ul style="list-style-type: none"> Max 50% capacity
Wineries	Outdoor Only with modifications	Outdoor Only with modifications	Open indoors with modifications <ul style="list-style-type: none"> Max 25% capacity indoors, or 100 people, whichever is fewer 	Open indoors with modifications <ul style="list-style-type: none"> Max 50% capacity or 200 people indoors, whichever is fewer

What does it mean?

- “Open with modifications” refers to the social distancing protocol, hand washing, requiring masks, postings, etc.
- Capacities based on Fire Marshal inspections.
 - Max occupancy should be posted.
 - Also consider if occupancy allows for proper social distancing.

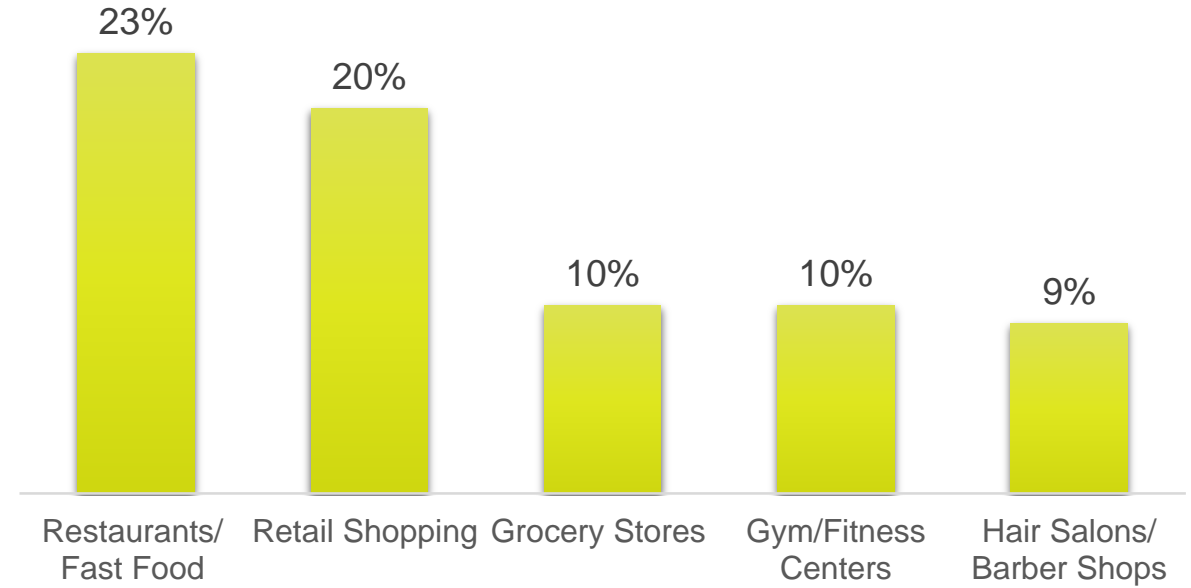


Business Compliance Unit

8 team members formed Oct 15, 2020

- 747 investigated- complaints from residents and in-field observations
- 57% of complaints have been abated with the balance under investigation
- 58 written warnings
- 5 administrative citations to repeat violators

Business Type



Common Complaints



SHIFTING OPERATIONS FROM RED TO PURPLE

TIER #1 (PURPLE TIER)

Retail - 25% indoor

Shopping Center - 25% Indoor with no food courts

Restaurants - Outdoor Only

Places of Worship - Outdoor Only

Movie Theatre - Outdoor Only

Museums - Outdoor Only

Gyms - Outdoor Only

Zoos/Aquariums - Outdoor Only

K12 Schools - Distance Learning if not already open for in-person instructions

TIER #2 (RED TIER)

Retail - 50% indoor

Shopping Center - 50% Indoor & reduced capacity for food courts

Restaurants - 25% Indoor

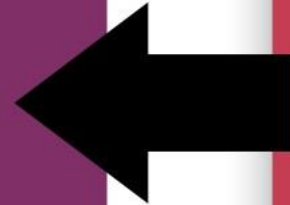
Places of Worship - 25% Indoor

Movie Theatre - 25% Indoor

Museums - 25% Indoor

Gyms - 10% Indoor

Zoos/Aquariums - 25% Indoor





Restaurants

Tier 1 Requirements

Outside only with modifications

Tents must have 50% ventilation. IE,
two sides open

Stay at Home Order – Take Out only.

[SMC restaurant
guidance document](#)



Bars, Breweries & Distilleries



Tier 1 Requirements

- **Closed if not serving meals**
- If serving meals, can follow protocol for restaurants. Must simulate restaurant seating & order food & drink together. Must be outside only.

Why must there be food?

Alcohol alone promotes gathering. People less likely to keep socially distant.

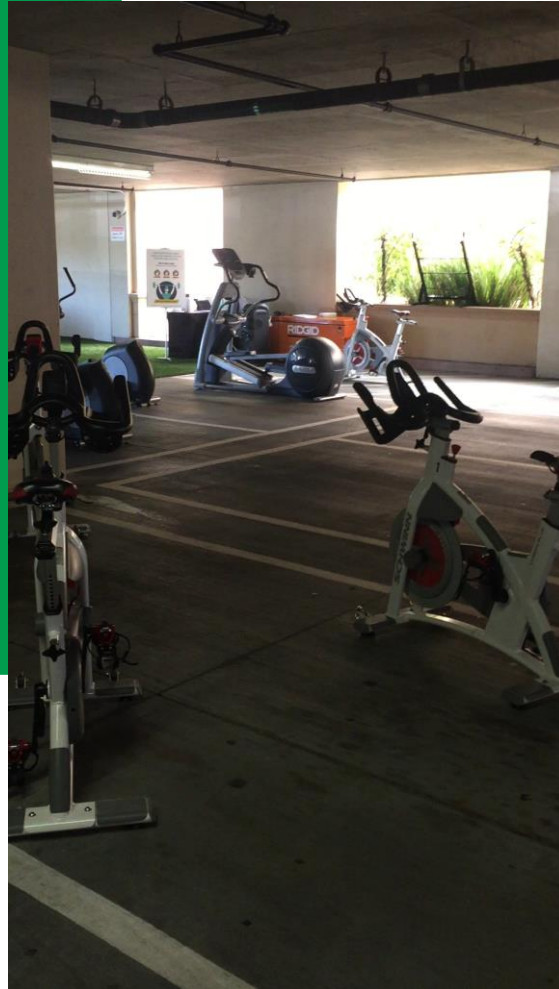




Gyms/Fitness

Tier 1 Requirements




- Outdoor only with 50% ventilation.
- Equipment 6-12 feet apart.
- Same limits to hotel gyms.



Required Postings



Health & Safety Plan Vs. Social Distancing Protocol



COVID-19 General Checklist for Expanded Personal Care Services

July 2, 2020


This checklist is intended to help expanded personal care services implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Expanded Personal Care Services](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

Contents of Written Workplace Specific Plan

- ☐ The person(s) responsible for implementing the plan.
- ☐ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ☐ Use of face coverings, in accordance with the [COPH guidance](#).
- ☐ Training and communication with workers and worker representatives on the plan.
- ☐ A process to check for compliance and to document and correct deficiencies.
- ☐ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected workers.
- ☐ Protocols for when the workplace has an outbreak, in accordance with [COPH guidance](#).

Topics for Worker Training

- ☐ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ☐ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ☐ The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- ☐ To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
- ☐ When to seek medical attention.
- ☐ The importance of hand washing.
- ☐ The importance of physical distancing, both at work and off work time.
- ☐ Proper use of face coverings, including information in the [COPH guidance](#).



SAN MATEO COUNTY HEALTH
PUBLIC HEALTH,
POLICY & PLANNING

Dr. Scott Morrow, Health Officer
Cassius Lockett, PhD, Director

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smchealth.org

APPENDIX A: Social Distancing Protocol (Updated June 17, 2020)

Facility name: _____

Facility Address: _____

Approximate gross square footage of space open to the public: _____

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

Signage:

☐ Signage at each public entrance of the facility to inform the public that they should: avoid entering the facility if they have COVID-19 symptoms; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

☐ Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

Measures To Protect Employee & Public Health (check all that apply to the facility):

☐ All employees have been told not to come to work if sick.

☐ Symptom checks are being conducted before employees may enter the work space.

☐ Employees are required to wear face coverings, as appropriate.

☐ All desks or individual work stations are separated by at least six feet.

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

☐ Break rooms: _____


☐ Bathrooms: _____

☐ Other: _____

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

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

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







COVID-19 General Checklist for Expanded Personal Care Services

September 22, 2020

This checklist is intended to help expanded personal care services implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Expanded Personal Care Services](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** Indoor operations for Nail Salons are permitted. Indoor electrolysis operations are permitted for physician-ordered procedures only. Outdoor operations for other non-invasive services are permitted and must continue to follow the modifications in this guidance. Electrology, tattooing, and piercing services must not be provided in the outdoor setting because they are invasive procedures that require a controlled hygienic environment to be performed safely.
 - Outdoor operations may be conducted under a tent, canopy, or other sun shelter as long as no more than one side is closed, allowing sufficient outdoor air movement.
 - Personal care providers should not perform a service that would require a customer to have to enter the establishment.
- **Red – Substantial – Tier 2:** Indoor operations are permitted and must continue to follow the modifications in this guidance.
- **Orange – Moderate – Tier 3:** Indoor operations are permitted and must continue to follow the modifications in this guidance.
- **Yellow – Minimal – Tier 4:** Indoor operations are permitted and must continue to follow the modifications in this guidance.

For the most updated information on county tier status, visit [Blueprint for a Safer Economy](#). Please note that counties can have more restrictive criteria and different closures. Find [your county's](#)

Health & Safety Plan

- Industry Specific State Guidance Documents
- Face Coverings
- Worker Training & Screening
- Cleaning & Disinfecting
- Physical Distancing
- Must be implemented, shared with & posted for employees
- Does not need to be posted for the public

Social Distancing Protocol



Dr. Scott Morrow, Health Officer
Cassius Lockett, PhD, Director

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- Appendix A of June 17 Order
- **Public-facing** document must be posted at every public entrance & shared with employees
- Employee health
- Direct contact prevention
- Increased Sanitation
- Social Distancing Procedures

APPENDIX A: Social Distancing Protocol (Updated June 17, 2020)

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Facility Address: _____

Approximate gross square footage of space open to the public: _____

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Signage:

☐ Signage at each public entrance of the facility to inform the public that they should: avoid entering the facility if they have COVID-19 symptoms; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

☐ Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

Measures To Protect Employee & Public Health (check all that apply to the facility):

☐ All employees have been told not to come to work if sick.

☐ Symptom checks are being conducted before employees may enter the work space.

☐ Employees are required to wear face coverings, as appropriate.

☐ All desks or individual work stations are separated by at least six feet.

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

☐ Break rooms: _____

☐ Bathrooms: _____

☐ Other: _____

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

Self Certification Placard

- Must be posted at every entrance.
- Business must fill in the info on bottom.
 - Local PD number to report complaints & a person responsible for implementing the protocol from the business

COVID-19 PREPARED

PREPARADO PARA EL COVID-19 | COVID-19準備工作



This business has completed a Social Distancing Protocol to prevent the spread of COVID-19.

Este negocio implementó un protocolo de distanciamiento social para evitar la propagación del COVID-19.

該企業已完成《社交距離規定》，以防止COVID-19的傳播。

To report a complaint about this or another business not following a Social Distancing, please contact

Para presentar una queja sobre este u otro negocio que no cumple el distanciamiento social, comuníquese con | 如要投訴該企業或其他企業未遵守《社交距離規定》，請聯絡

Name of Dept | Nombre del departamento | 部門名稱
Contact Email/Phone for Dept | Correo electrónico de contacto/teléfono del departamento | 聯絡該部門的電子郵件/電話號碼

The person responsible for implementing this protocol is

La persona responsable de implementar el protocolo es | 負責執行本規定的人員是

Title | Puesto | 職務
Email | Correo electrónico | 電子郵件
Phone | Teléfono | 電話號碼



SAN MATEO
COUNTY HEALTH

smchealth.org/coronavirus

Health & Safety Signage

Protect yourself and others from **COVID-19**

- Must be posted at every entrance.
- Does not have to be the County specific document but must include all the same information.

Please stay home if...
You are experiencing COVID-19 symptoms, such as:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Wash your hands first.
Please wash your hands with soap and water or use hand sanitizer.

Social distancing (at least 6-feet) must be maintained.
Sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and do not shake hands or engage in any unnecessary physical contact.

Our COVID-19 Social Distancing Protocol is posted
so you can see how we are operating safely.

REMEMBER: You must wear a face covering.

Businesses: Post this sign at each public entrance of your facility.

For more information, contact Environmental Health Services at (650) 372-6200, or visit smchealth.org/eh.



smchealth.org/eh

COVID-19 REQUIREMENTS & RESOURCES

SHARE THIS PAGE



> 9/21/20 UPDATE: Blueprint for Safer Economy – New Plan with Revised Criteria for Activities and Businesses


Document Display Requirements for Businesses

Businesses operating in San Mateo County must complete, post, and share the first three documents with employees and customers at all entrances. The Health and Safety Plan listed below must be shared with and posted for employees.




For assistance on how to ensure your business is in compliance with COVID-19 safety requirements:

Watch a Video: [English](#) | [Español](#) | [中文](#)

View PowerPoint Slides: [English](#) | [Español](#) | [中文](#)

1)  **Self-Certification Placard** – Post this placard at all public entrances, list your local law enforcement agency in the department fields of this document, and include the Point of Contact information for the business.

2) **Social Distancing Protocol: Health Officer Order Appendix A**
- [English](#) | [Español](#) | [中文](#) | [Tagalog](#) - Use this form or post similar content.

3) **Health and Safety Signage**  [English](#) |  [Español](#) |  [中文](#) – Post these signs or a sign with equivalent information that lists all COVID-19 symptoms, 6-foot social distancing, sneeze and cough etiquette, physical contact etiquette, and face-covering requirement at every public entrance.

- All required postings
- Health & safety plans for various industries
- FAQs
- COVID exposure in the workplace guidance



All Retail (including critical infrastructure when remote option is not possible)

- Open indoors with modifications at maximum 20% capacity; 35% capacity for standalone grocery stores.
- Implement entrance metering.
- No eating or drinking allowed in the stores.
- Institute special hours for seniors and others with chronic conditions or compromised immune systems.

Outdoor Recreational Facilities

- Outdoor only with modifications only for the purpose of facilitating physically distanced personal health and wellness through outdoor exercise, without any food, drink, or alcohol sales.
- No overnight stays at campgrounds.

Shopping Centers (malls, destination centers, swap meets)

- Open indoors with modifications at maximum 20% capacity.
- Implement entrance metering.
- No eating or drinking allowed in the stores.
- Institute special hours for seniors and others with chronic conditions or compromised immune systems.

Restaurants

- No indoor or outdoor dining. Allow only for takeout or delivery.

Gyms and Fitness Centers

- Outdoors only with modifications.

Hotels and Lodging

- Allow for COVID-19 mitigation and containment measures, treatment measures, provide accommodation for essential workers, or providing housing solutions, including measures to protect homeless populations.

The following sectors **must close**:

- Hair Salons and Barbershops
- Personal Care Services (nail salons, massage, body art, etc.)
- Museums, Zoos, and Aquariums
- Movie Theaters (except drive-in)
- Wineries, Bars, Breweries, and Distilleries (with exception for production, manufacturing, distribution, and retail sale for off-site consumption)
- Family Entertainment Centers

Questions?



COUNTY OF SAN MATEO
Business Compliance Unit

Wayne Hoss, Supervisor
Covid-19 Business Compliance Unit
whoss@smcgov.org

UPCOMING VIRTUAL EVENTS

2021 Virtual Annual Meeting & Awards Ceremony

Please Save the Date for our 2021 VIRTUAL Annual Meeting & Awards Ceremony, where we will recognize Board Members and incoming officers as well as acknowledge the 2021 Peninsula Recognition of Passionate Service (PROPS) award winners.

PROPS Awards

The Peninsula Recognition of Passionate Service (PROPS) Awards were designed to honor superstars in the hospitality and tourism industry for their hard work and dedication. Nominations are open to employees of San Mateo County/Silicon Valley Convention and Visitors Bureau partner organizations. To send in a nomination, please download the application here and email it to nova@visitsmcsv.com.

The deadline to submit nominations is Wednesday, December 16, 2020.

Wednesday, February 17th, 2021 | 11:00 AM

[Register here →](#)

SPECIAL REQUEST

San Mateo County Historical Association *COVID-19 Stories*

The San Mateo County Historical Association is collecting stories that chronicle changes to people's daily lives in the wake of COVID-19. Journal entries from the past provide a glimpse into what daily life was like during a specific time period.

They also provide insight by showing individual reactions to significant historical events. All ages and backgrounds are encouraged to participate. [More Information >>](#)

Happy Holidays!





**Thank you for
Joining Us!**

ADDITIONAL QUESTIONS?

Please contact Nova Maldonado at Nova@visitsmcsv.com.

SAN MATEO COUNTY

SILICON VALLEY
CONVENTION AND VISITORS BUREAU

visitsmcsv.com