

## Protocol for Social Distancing: Appendix A

**Recent Updates:** (Changes highlighted yellow)

**3/5/21:**

- Updated language added related to entry screening for employees and visitors to the facility and to change terminology from “face covering” to “face mask”.

**Business name:**

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**Facility Address:**

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**Maximum Occupancy, per  
Fire Code:**

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

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**All entities are covered by this **protocol** and must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the entity or site.**

In the protocols that follow, the term “household” is defined as “persons living together as a single living unit” and shall not include institutional group living situations such as dormitories, fraternities, sororities, monasteries, convents, or residential care facilities, nor does it include such commercial living arrangements such as boarding houses, hotels, or motels.<sup>1</sup> The terms “staff” and “employee” are meant to include employees, volunteers, interns and trainees, scholars and all other individuals who carry out work at the site. The term “visitors” or “customers” should be understood to include members of the public and others who are not staff or employees who spend time at the business or site. The terms “site” and “facility” both refer to the building, grounds, and any adjacent buildings or grounds at which permitted activities are conducted.

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<sup>1</sup> Los Angeles County Code, Title 22. §22.14.060 - F. Family definition. (Ord. 2019-0004 § 1, 2019.)  
[https://library.municode.com/ca/los\\_angeles\\_county/codes/code\\_of\\_ordinances?nodeId=TIT22PLZO\\_DIV2DE\\_CH22\\_14DE\\_22.14.060F](https://library.municode.com/ca/los_angeles_county/codes/code_of_ordinances?nodeId=TIT22PLZO_DIV2DE_CH22_14DE_22.14.060F)

**A. MEASURES TO PROTECT EMPLOYEE HEALTH  
(CHECK ALL THAT APPLY)**

- Everyone who can carry out their work duties from home has been directed to do so. Work processes are reconfigured to the extent practicable to increase opportunities for staff to work from home.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home, wherever possible.
- All employees have been told not to come to work **or enter the premises** if sick and to follow DPH guidance for self-isolation, if applicable.
- Entry screenings must be** conducted before employees/**visitors** may enter the space. **Screening** must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation or quarantine orders, **in compliance with [DPH Entry Screening Guidance](#)**. These checks can be done in person upon the employees' arrival **or through alternative methods such as on-line check in systems or through signage posted at the entry of the facility stating that employees with these symptoms must not enter the premises.** A temperature check should also be done at the worksite if feasible.
  - **Negative Screen (Cleared).** If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter and participate for that day.
  - **Positive Screen (Not Cleared):**
    - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation).
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home has been communicated to all employees. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the [Governor's Executive Order N-62-20](#).
- Upon being informed that one or more employees, independent contractor and/or temporary worker tests 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 Public Health guidance on [responding to COVID-19 in the workplace](#).
- In the event that 3 or more cases are identified 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 or online at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support, and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- Employees who have contact with others are offered, at no cost, an appropriate face **mask** that covers the nose and mouth. The **face mask must** be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face **mask** must wear a non-restrictive alternative, such as a face shield

with a drape on the bottom edge, to be in compliance with the [State directive](#), as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves **must** not be used.

- All employees must wear **a face mask** at all times except when working alone in private offices with closed doors or when eating or drinking. This requirement overrides the previous exception for employees working in cubicles with solid partitions exceeding the height of the employee while standing.
- 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. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers.
- Staff are instructed to wash, **if appropriate**, or replace their face **masks** daily.
- Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy sign that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables at least **eight** feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Where possible, outdoor break areas have been created and are equipped with shade covers and seating that enables employees to maintain a 6-foot physical distance at all time from others.
- All desks or individual workstations are separated by at least six feet.
- Break rooms, restrooms, and other common areas are being disinfected hourly, on the following schedule:
  - Break rooms: \_\_\_\_\_
  - Restrooms: \_\_\_\_\_
  - 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):  
\_\_\_\_\_
- Employees are allowed frequent breaks to wash their hands.
- 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.
- 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.
- Copies of this Protocol have been distributed to all employees.

- Optional—Describe other measures:
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## B. MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY)

- Limit the number of persons within the site at any one time, which allows for customers/visitors and employees to easily maintain at least six-foot distance from one another at all practicable times.
- Maximum number of persons permitted in the facility to adhere to physical distancing requirements: \_\_\_\_\_
- Post an employee at the door to ensure the maximum number of persons in the facility is not exceeded.
- The facility or site monitors all entrances in order to track and limit occupancy. Where possible, provide a single, clearly designated entrance and separate exit to help maintain physical distancing.
  - Be prepared to queue customers/visitors outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a face **mask** may be posted near the door but at least 6 feet from the nearest customers to track occupancy and to direct customers/visitors to line up six feet apart outside the entrance if the facility has reached its occupancy limit.
  - On-property security staff actively remind and encourage customers/visitors and the public to comply with the physical distancing standards, face **mask** requirements and remind patrons and visitors that on-site eating and drinking is not permitted.
- If applicable, seating is reconfigured to ensure that all attendees/visitors are able to maintain a physical distance of at least 6 feet between themselves and others who are not members of their household.
- Optional-Describe other measures:
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## C. MEASURES TO KEEP PEOPLE AT LEAST SIX FEET APART (CHECK ALL THAT APPLY)

- Placing signs outside the facility reminding people to be at least six feet apart, including when in line.
- Placing tape or other markings at least six feet apart in customer line areas inside the facility or site and on walkways at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery areas to prevent customers/visitors from gathering, if applicable.
- All employees/visitors have been instructed to maintain at least six feet distance from customers and from each other, and persons who are not within their household, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Provide clearly designated entrances and separate exits, if feasible and appropriate for the space, to help maintain physical distancing and support crowd control. Wherever possible, doors should be left open if they do not open and close automatically.
- If applicable, institute one-way aisles or walkways to support physical distancing.
- If applicable, elevator capacity is limited to 4 individuals or fewer at a time for any elevator that does not allow for 6-foot physical distance between riders. All riders are required to wear face **masks**. Consider elevator sizes, number of building floors, and daily number of employees to establish physical distancing guidelines appropriate for elevator riders.
- If applicable, stairwells have been opened for “up” or “down” traffic with increased cleaning of stairwells.
- Optional—Describe other measures:
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#### D. MEASURES TO PROMOTE INFECTION CONTROL

- Visitors arriving at the establishment are reminded of the requirement to wear a face **mask** at all times while in the facility or on the grounds of the facility. This applies to all adults and to children 2 years of age and older. **Individuals who have been instructed by their medical provider that they should not wear a face mask must wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, to be in compliance with [State directive](#), as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used.** To support the safety of your employees and other visitors, a face **mask** should be made available to visitors who arrive without them.
- Entry Screenings** must be conducted before visitors, **customers, contractors or vendors** may enter the facility, in compliance with [DPH Entry Screening Guidance](#). Screening must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms **must** not enter the premises.
  - **Negative Screen (Cleared).** If the person has no symptoms and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter and participate for that day.
  - **Positive Screen (Not Cleared):**
    - **If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).**
    - **If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation).**
- 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. See public health guidance on how to optimize ventilation.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized hourly.  
Describe: \_\_\_\_\_
- Common and high traffic areas, and frequently touched objects (e.g., handrails, elevator controls, doorknobs or handles, credit card readers, elevator buttons, escalator handrails, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants following the manufacturer's instructions for use.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned hourly. Shopping center hours have been adjusted to provide adequate time for regular deep cleaning and product stocking.
- Public restrooms are sanitized on an hourly basis 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 customers that they are inoperable.
- Customers/visitors arriving at the facility with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- Customers/visitors have access to proper sanitation products, including hand sanitizer, tissues, and trash cans.
- Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe: \_\_\_\_\_

- Optional-Describe other measures (e.g., providing senior-only hours):
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**E. MEASURES THAT COMMUNICATE TO THE PUBLIC (CHECK ALL THAT APPLY TO THE FACILITY)**

- A copy of this protocol is posted at all public entrances to the facility.
- Signage posted at all entrance(s) to the facility or site reminds **visitors, contractors, customers, or vendors** to maintain physical distancing of six feet, the need to wear a face **mask** at all times, the importance of regular handwashing or use of hand sanitizer and the need to stay home if they are feeling ill or have symptoms of COVID-19.
- Signage throughout the facility or site reminds customers that there is no eating or drinking anywhere on site.
- Signage throughout the facility or site indicates to customers where to find the nearest hand sanitizer dispenser.
- Online outlets of the establishment (website, social media, etc.) provide clear information about the hours of operation, required use of face **masks**, limited occupancy, any policies in regard to prescheduling appointments or reservations, preordering, prepayment, pickup and/or delivery and other relevant issues.

**F. MEASURES FOR FACILITIES OR SITES THAT ARE OPEN TO THE PUBLIC**

- Restrooms normally open to the public shall remain open to the public.
- Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets, if applicable.
- Employee(s) assigned to disinfect carts and baskets on an hourly basis, if applicable.
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.
- Disinfecting all payment portals, pens, and styluses on an hourly basis.
- Disinfecting all high-contact surfaces hourly.

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

- Services that are critical to customers/visitors have been prioritized.
  - Transactions or services that can be offered remotely have been move on -line.
  - Measures are instituted at the facility to assure access for goods and services for customers/visitors who have mobility issues and/or are at high risk in public spaces.
  - Optional- Describe other measures:
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**Any additional measures not included above should be listed on separate pages, which the facility should attach to this document.**

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

**Facility Contact Name:**

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**Phone number:**

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**Date Last Revised:**

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