

**CITY OF PASADENA HEALTH OFFICER ORDER  
FOR THE CONTROL OF COVID-19**

**UPDATED SUPPLEMENT TO REVISED – SAFER AT HOME ORDER FOR CONTROL OF  
COVID-19 ISSUED ON MARCH 22, 2020 AND SUPPLEMENT ISSUED APRIL 11, 2020**

**THIS ORDER AMENDS AND SUPERSEDES  
HEALTH OFFICER ORDER ISSUED MAY 8, 2020**

*This Order Issued: May 15, 2020*

This Order is in effect until rescinded in writing by the Health Officer.

**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.)**

**SUMMARY OF THE ORDER:** California is in a State of Emergency because of the COVID-19 pandemic. The spread of Novel Coronavirus (COVID-19) is a substantial danger to the health of the public within the City of Pasadena. COVID-19 can easily spread between people who are in close contact with one another. Everyone is at risk for becoming ill with COVID-19, but some people are more vulnerable to serious illness, including pneumonia and organ failure, or death, due to their age, physical state, and/or health status.

The City of Pasadena Health Officer (“Health Officer”) has issued a number of Orders to help slow COVID-19’s spread, protect vulnerable individuals, and prevent the healthcare system in the City of Pasadena from being overwhelmed. The Revised Safer at Home Orders, dated March 22, 2020 and revised April 11, 2020, issued by the Health Officer, as well as other “Safer at Home” orders issued by other jurisdictions have been proven to slow the spread of COVID-19. This order is a limited and measured step to move to early Stage 2 of the State of California’s Resilience Roadmap, allowing the expanded reopening of certain businesses and recreational activities subject to compliance with various Public Health protocols. Businesses and residents will need to continue to observe and practice social distancing requirements and take infection control measures to prevent overwhelming our hospitals. This Order requires specific higher-risk businesses remain closed.

**UNDER AUTHORITY OF THE CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 120175 et seq. AND THE PASADENA MUNICIPAL CODE SECTION 8.04.010, THE CITY OF PASADENA HEALTH OFFICER ORDERS:**

- 1. This Order allows for limited reopening of certain businesses and activities and is consistent with the current Order of the State Health Officer. This Order amends and supplements, though does not supersede, the March 22, 2020 Revised Safer at Home Order and the Revised Order issued April 11, 2020, and is conditioned upon continued adherence to said Orders where not otherwise addressed in this Order. This Order may be rescinded at any time without affecting the applicability or validity of the March 22, 2020 and April 11, 2020 Orders.**

2. Effective May 15, 2020, and continuing until further notice, the Health Officer orders all persons to comply with this Order as follows:

A. The following types of higher-risk businesses, recreational sites, commercial properties and activities, where more intense and prolonged person-to-person contacts are likely to occur **shall continue to be closed**:

- i. Bars and nightclubs that do not serve food and the portions of wineries, breweries and tap rooms that provide tastings;
- ii. Gyms and fitness centers;
- iii. Movie theaters, live performance theaters, concert halls and venues, stadiums, arenas, gaming facilities, theme parks and festivals;
- iv. Bowling alleys and arcades;
- v. Personal grooming establishments (barbers, hair salons, nail salons);
- vi. Massage or body art establishments;
- vii. Indoor and outdoor playgrounds for children, except those located within a childcare center;
- viii. Community centers, including public pools;
- ix. Indoor and outdoor flea markets and swap meets;
- x. Indoor museums, indoor or outdoor children museums, gallery spaces, zoos and libraries;
- xi. Indoor malls and indoor shopping centers, including all stores and vendors located therein regardless of whether they are an Essential or a Lower-Risk Business. As an exception, Essential or Lower-Risk Retail Businesses that are part of an Indoor Mall or Shopping Center, but that are normally accessible by the public from the exterior of the Indoor Mall or Shopping Center may operate as provided herein For purposes of this Order, Indoor Mall or Shopping Center is defined as: A building with seven (7) or more sales or retail establishments with adjoining indoor space.
- xii. All events and gatherings, unless specifically allowed by this Order.

B. All Essential Businesses, including but not limited to grocery stores and restaurant take-out and delivery, as defined in the State Public Health Officer's list of Essential Critical Infrastructure Workers ("Essential Businesses") (<http://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>), may remain open to the public and conduct business operations, provided they implement and maintain the Public Health Protocol set forth in Appendix A, attached hereto (Social Distancing Protocol). An Essential Business' owner, manager, or operator must prepare and post the Public Health Protocol for each facility or office located within the City of Pasadena and must ensure that the Essential Business meets all other requirements of the Public Health Protocol.

- C. Lower-Risk Businesses are defined as those businesses that are not Essential Businesses and are not listed in subsection 2.A, above. In general, Lower-Risk Businesses may not reopen at this time, except as described below:
- i. All Lower-Risk Retail Businesses that sell goods and services to the public may only provide these goods and services to the public via curbside, doorside, or other outdoor or outside pickup, or via delivery. Members of the public are not permitted inside a retail Lower-Risk Retail Business.
  - ii. For any Lower-Risk Retail Business that sells goods and services, the owner, manager or operator must, in accordance with the guidelines set forth in the Curbside Retail Guidance, prior to reopening, prepare, implement and post the required Public Health Reopening Protocol for Curbside Retail, attached to this Order as Appendix B.
  - iii. Pet grooming services are permitted to resume, in accordance with the guidelines set forth in the Curbside Dog Grooming and Boarding and Dog Walking Guidance, attached to this order as Appendix C.
  - iv. Car wash businesses are permitted to resume, in accordance with guidelines set forth in the Car Wash Guidance, attached to this order as Appendix D.
- D. 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 State of California Checklist, applicable to the business type or location (<https://covid19.ca.gov/industry-guidance/>).
- E. Engaging in outdoor recreation activity, in compliance with City of Pasadena Recreational Protocols (<https://www.cityofpasadena.net/parks-and-rec/>), applicable to the activity type and subject to the following limitations:
- i. Outdoor recreation activity at parks, trails, and other open spaces must comply with any access or use restrictions established by the Health Officer, City Manager, 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: golf courses, tennis and pickle ball courts, shooting and archery ranges, equestrian centers, model airplane areas, community gardens, and bike parks, including any associated parking lots, may reopen provided the facility implements any physical distancing protocol approved by the Health Officer prior to operation. This subsection does not allow for gatherings, including, but not limited to, fundraisers and tournaments.

- F. Before reopening, all facilities **must**:
- i. Perform a detailed risk assessment and implement a site-specific protection plan
  - ii. Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them  
(<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>)
  - iii. Implement individual control measures and screenings
  - iv. Implement disinfecting protocols
  - v. Implement physical distancing guidelines
- G. All said businesses must adhere to distancing and infection control protocols provided for in Section 1 of the City of Pasadena April 11, 2020 Revised Order, to the extent it does not conflict with the Statewide Industry Guidance.

3. This Order applies to all persons within the City of Pasadena under the Health Officer's jurisdiction.
4. Violation of this Order is a misdemeanor punishable by imprisonment, fine or both under California Health and Safety Code Section 120295. This Order will be enforced by the City of Pasadena Police Department, City Attorney/City Prosecutor's Office, and/or any other agency designated by the Pasadena City Manager for enforcement.
5. If any subsection, sentence, clause, phrase, or word of this Order (or any other prior 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 of this Order (or any other prior Order).
6. This Order is not intended to, and does not, create any rights or benefits, substantive or procedural, enforceable at law or in equity, against the City of Pasadena, its agencies, departments, entities, officers, employees, or any other person.

**IT IS SO ORDERED:**



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Ying-Ying Goh, MD, MSHS  
Health Officer, City of Pasadena

Date: 5/15/2020

## Appendix A: Social Distancing Protocol

Business name: \_\_\_\_\_

Facility Address: \_\_\_\_\_

Approximate gross square footage  
of space open to the public: \_\_\_\_\_

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

### A. SIGNAGE

- Signage at each public entrance of the facility to inform all employees and customers that they should: NOT enter the facility if they have a cough or fever; 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; and not shake hands or engage in any unnecessary physical contact.
- Signage at each public entrance of the facility instructing members of the public to wear a face covering at all times while in line to enter the facility and during their time inside the facility.
- Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

### B. MEASURES 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.
- All employees have been told not to come to work if sick.
- Symptom checks (fever, cough, sneezing, sore throat, runny nose, not feeling well, stomach cramps or diarrhea) are being conducted before employees may enter the workspace.
- All employees that have contact during their shift(s) with the public or other employees are offered, at no-cost, a cloth face covering to be used at work when interacting with them.
- Members of the public who enter the facility are required to wear a face covering while in line to enter the facility and during their time inside the facility.
- Protective, plastic barriers are installed at the register between the cashier and customer.
- All desks, individual workstations, and break tables/seats 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): \_\_\_\_\_

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

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

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Employees are allowed frequent breaks to wash their hands.

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Copies of this Protocol have been distributed to all employees.

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Optional—Describe other measures:

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**C. MEASURES TO PREVENT CROWDS FROM GATHERING  
(CHECK ALL THAT APPLY TO THE FACILITY)**

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Limit the number of customers in the store at any one time, which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.

Maximum number of customers in the facility:

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Post an employee at the door to ensure the maximum number of customers in the facility is not exceeded.

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Placing per-person limits on goods that are selling out quickly to reduce crowds and lines. Explain:

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Optional-Describe other measures:

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**D. MEASURES TO KEEP PEOPLE AT LEAST SIX FEET APART  
(CHECK ALL THAT APPLY TO THE FACILITY)**

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Placing signs outside the store reminding people to be at least six feet apart, including when in line.

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Placing tape or other markings at least six feet apart in customer line areas inside the store and on walkways at public entrances with signs directing customers to use the markings to maintain distance.

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Separate order areas from delivery areas to prevent customers from gathering.

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All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

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Optional—Institute one-way aisles to facilitate social distancing.

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Optional—Describe other measures:

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**E. MEASURES TO PREVENT UNNECESSARY CONTACT (CHECK ALL THAT APPLY TO THE FACILITY)**

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Preventing people from self-serving any items that are food-related.

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All items are pre-packaged in sealed containers by staff.

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Bulk-item food bins are not available for customer self-service use.

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Food samples are prohibited.

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Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly.  
Describe:

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

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**F. MEASURES TO INCREASE SANITIZATION (CHECK ALL THAT APPLY TO THE FACILITY)**

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- Food facilities keep their customer restrooms open for use by the public and employees.

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  - Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.

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  - Employee(s) assigned to disinfect carts and baskets frequently, preferably after each use.

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  - 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.

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  - Disinfecting all payment portals, pens, and styluses after each use.

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  - Disinfecting all high-contact surfaces frequently.

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  - Optional- Describe other measures:
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**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:** \_\_\_\_\_

## APPENDIX B: PUBLIC HEALTH REOPENING PROTOCOL CURBSIDE RETAIL

Prior to opening, each operator must:

- ✓ Complete and implement the Public Health Reopening Protocol
- ✓ Provide a copy to each employee
- ✓ Post in a conspicuous location near the entrance
- ✓ Designate one individual to be in charge of planning and implementation of all items

Submission of Protocol to a City Department is not required unless explicitly requested.

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Person in Charge: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Businesses 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**

- Post signage at each public entrance to inform all customers that they should NOT enter the facility.
- Post signage in a conspicuous location instructing the public to wear a face covering at all times while waiting.
- Post signage in a conspicuous location that notifies customers of options for and advantages of preordering and prepayment.
- Post a copy of this Protocol in a conspicuous location that is easily visible to the public.

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

- Require employees who can carry out their work duties from home to continue to work from home. Reconfigure work processes to the extent possible.
- For vulnerable staff (those above age 65, or those with chronic health conditions) assign work that can be done from home whenever possible.
- Instruct all employees to stay home if sick, and follow Pasadena Public Health guidance for self-isolation if applicable.
- Conduct daily symptom checks (fever of 100 F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell) before employees enter the workspace.

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Provide, at no cost, a cloth face covering for all employees that have contact with the public or other employees.

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Instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a private office or walled cubicle.

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Prohibit employees from eating or drinking anywhere inside the workplace other than designated breakrooms to assure masks are worn consistently and correctly.

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Install protective, plastic barriers at the staging or pick-up area (if applicable).

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Provide a no-contact method of payment.

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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.

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Separate employee desks, workstations, and breakroom tables and seats by at least six feet.

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Assign each worker their own tools, equipment, and defined workspace, and minimize or eliminate shared, held items.

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Provide a schedule for breakroom, bathroom, and other common area disinfection:

Breakrooms: \_\_\_\_\_

Bathrooms: \_\_\_\_\_

Distribution area: \_\_\_\_\_

Other: \_\_\_\_\_

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

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Provide hand sanitizer effective against COVID-19 in employee areas and at the distribution location.

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Allow employees time to take frequent breaks to wash their hands.

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Provide hand soap, paper towels, and a hands-free trash receptacle in the restroom. Designate a staff person to check frequently and restock as needed.

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Prop doors open where possible and applicable to reduce touching of door handles.

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Provide copies of this Protocol to all employees.

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**MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY)**

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Limit the number of employees in the store to the minimum number necessary to process orders.

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Require that orders are placed in advance, and when possible, collect the payment prior to pick-up.

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Stagger customer pick-up times to reduce crowding.

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Provide designated hours for vulnerable populations.

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Place signs outside the store reminding people to be at least six feet apart, including when in line, and assign a staff person to enforce physical distancing.

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- Place tape or other markings at least six feet apart in customer line areas.

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  - Control the flow of customers when entering and exiting the pick-up area to maintain physical distancing.

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  - Instruct employees to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

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  - Stagger breaks to ensure that six feet between employees can be maintained in breakrooms at all times.

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**MEASURES TO INCREASE SANITIZATION (CHECK ALL THAT APPLY)**

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- Provide disinfecting wipes that are effective against COVID-19 near shopping carts and baskets for employee use.

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  - Disinfect staging surfaces, protective barriers, payment portals, PIN pads, pens, and styluses after each use.

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  - Disinfect high-contact surfaces frequently including doorknobs, light switches, bathroom fixtures, trash cans, railings, and phones after each use.

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  - Optional- Describe other measures. Attach additional pages if necessary.
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## APPENDIX C: PUBLIC HEALTH REOPENING PROTOCOL CURBSIDE DOG GROOMING AND BOARDING; DOG WALKING

Prior to opening, each operator must:

- ✓ Complete and implement the Public Health Reopening Protocol
- ✓ Provide a copy to each employee
- ✓ Post in a conspicuous location near the entrance
- ✓ Designate one individual to be in charge of planning and implementation of all items

Submission of Protocol to a City Department is not required unless explicitly requested.

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Person in Charge: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Businesses 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

- Post signage at each public entrance to inform all customers that they should NOT enter the facility.
- Post signage in a conspicuous location instructing the public to wear a face covering at all times while waiting.
- Post a copy of this Protocol in a conspicuous location that is easily visible to the public.

### MEASURES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY)

- Require employees who can carry out their work duties from home to continue to work from home. Reconfigure work processes to the extent possible.
- For vulnerable staff (those above age 65, or those with chronic health conditions) assign work that can be done from home whenever possible.
- Instruct all employees to stay home if sick, and follow Pasadena Public Health guidance for self-isolation if applicable.
- Conduct daily symptom checks (fever of 100 F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell) before employees enter the workspace.
- Provide, at no cost, a cloth face covering for all employees that have contact with the public or other employees.

- Instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a private office or walled cubicle.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated breakrooms to assure masks are worn consistently and correctly.
- Provide a no-contact method of payment.
- 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.
- Separate employee desks, workstations, and breakroom tables and seats by at least six feet.
- Assign each worker their own tools, equipment, and defined workspace, and minimize or eliminate shared, held items.
- Use slip leads to transfer pets to and from grooming services, and do not handle anything belonging to pets.
- Provide a schedule for breakroom, bathroom, and other common area disinfection:
  - Breakrooms: \_\_\_\_\_
  - Bathrooms: \_\_\_\_\_
  - Other: \_\_\_\_\_
- Disinfectant and related supplies are available to all employees at the following location(s): \_\_\_\_\_
- Provide hand sanitizer effective against COVID-19 in employee areas.
- Allow employees time to take frequent breaks to wash their hands.
- Provide hand soap, paper towels, and a hands-free trash receptacle in the restroom. Designate a staff person to check frequently and restock as needed.
- Prop doors open where possible and applicable to reduce touching of door handles.
- Provide copies of this Protocol to all employees.

**MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY)**

- Limit the number of employees to the minimum number necessary.
- Limit business to appointment only.
- Stagger customer appointment and pick-up times to reduce crowding.
- Provide designated hours for vulnerable populations.
- Control the flow of customers when entering and exiting the pick-up area to maintain physical distancing.
- Place signs outside the store reminding people to be at least six feet apart, including when in line, and assign a staff person to enforce physical distancing.
- Place tape or other markings at least six feet apart in customer counter and waiting areas.

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- Instruct employees to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment or exchange the animal.
- 
- Stagger breaks to ensure that six feet between employees can be maintained in breakrooms at all times.
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### **MEASURES TO INCREASE SANITIZATION (CHECK ALL THAT APPLY)**

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- Evaluate existing cleaning and sanitation protocol to determine what additional measures are needed.
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- Disinfect counters, protective barriers, payment portals, PIN pads, pens, and styluses after each use.
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- Disinfect high-contact surfaces including doorknobs, light switches, bathroom fixtures, trash cans, railings, and phones after each use.
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- Disinfect dog grooming tools such as nail and hair clippers after each use.
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- Disinfect dog boarding crates, bowls, toys, blankets, and food containers after each use.
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### **OTHER (CHECK ALL THAT APPLY)**

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- Use a contactless process for the drop-off or pick-up.
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- Establish protocols to ensure services are cancelled if any person in the household has been diagnosed with COVID-19 or is exhibiting symptoms. Maintain regular contact with customers to ask about such issues at the time of the appointment and prior to the service.
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- For grooming or boarding operations, if a lead hand-off is necessary, keep the interaction quick and wash hands immediately.
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- For dog walking operations, limit interactions with pet owners. Discuss important pet care details virtually when possible, or use six feet of physical distancing for any in-person interaction.
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- For dog walking operations, if the pet owner is not home at the time of pick-up, the dog should be easily accessible and gated near the entrance if possible. If the pet is dropped-off at the dog walker's home, the exchange should occur in an outdoor area.
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- For dog walking operations, the dog walker should bring and use their own lead and disposable waste bags if possible. Clean and sanitize all materials including leads, food containers, and bowls before and after the walk.
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- Optional- Describe other measures. Attach additional pages if necessary.
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## APPENDIX D: PUBLIC HEALTH REOPENING PROTOCOL CAR WASH

Prior to opening, each operator must:

- ✓ Complete and implement the Public Health Reopening Protocol
- ✓ Provide a copy to each employee
- ✓ Post in a conspicuous location near the entrance
- ✓ Designate one individual to be in charge of planning and implementation of all items

Submission of Protocol to a City Department is not required unless explicitly requested.

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Person in Charge: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Businesses 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

- Post signage in a conspicuous location instructing the public to wear a face covering at all times while waiting.
- Post a copy of this Protocol in a conspicuous location that is easily visible to the public.

### MEASURES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY)

- Require employees who can carry out their work duties from home to continue to work from home. Reconfigure work processes to the extent possible.
- For vulnerable staff (those above age 65, or those with chronic health conditions) assign work that can be done from home whenever possible.
- Instruct all employees to stay home if sick, and follow Pasadena Public Health guidance for self-isolation if applicable.
- Conduct daily symptom checks (fever of 100 F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell) before employees enter the workspace.
- Provide, at no cost, a cloth face covering for all employees that have contact with the public or other employees.

- Instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a private office or walled cubicle.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated breakrooms to assure masks are worn consistently and correctly.
- Install protective, plastic barriers at the cashier counter.
- Provide a no-contact method of payment.
- 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.
- Separate employee desks, workstations, and breakroom tables and seats by at least six feet.
- Assign each worker their own tools, equipment, spray bottles, towels, and defined workspace, and minimize or eliminate shared, held items.
- Wiping towels used to clean the vehicle's interior are stored in a receptacle with a lid and laundered with hot water between each customer.
- Provide a schedule for breakroom, bathroom, and other common area disinfection:
  - Breakrooms: \_\_\_\_\_
  - Bathrooms: \_\_\_\_\_
  - Waiting area: \_\_\_\_\_
  - Other: \_\_\_\_\_
- Disinfectant and related supplies are available to all employees at the following location(s): \_\_\_\_\_
- Provide hand sanitizer effective against COVID-19 in employee areas and at the customer counter or waiting area.
- Allow employees time to take frequent breaks to wash their hands.
- Provide hand soap, paper towels, and a hands-free trash receptacle in the restroom. Designate a staff person to check frequently and restock as needed.
- Prop doors open where possible and applicable to reduce touching of door handles.
- Provide copies of this Protocol to all employees.

**MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY)**

- Limit the number of employees to the minimum number necessary.
- Encourage customers to make appointments for services that are not automated such as detailing in advance. Ask customers not to bring others with them.
- Stagger customer appointment and pick-up times to reduce crowding.
- Provide designated hours for vulnerable populations.
- Close waiting rooms if possible, or reconfigure them to ensure tables and chairs are separated by at least six feet.

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- Place signs outside the store reminding people to be at least six feet apart, including when in line, and assign a staff person to enforce physical distancing.

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  - Place tape or other markings at least six feet apart in customer counter and waiting areas.

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  - Control the flow of customers when entering and exiting the business to maintain physical distancing.

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  - Instruct employees to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

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  - Stagger breaks to ensure that six feet between employees can be maintained in breakrooms at all times.

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**MEASURES TO INCREASE SANITIZATION (CHECK ALL THAT APPLY)**

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- Clean and disinfect vacuum hoses, bay guns, wash selector equipment, vending machines, and cleaning machines between users.

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- Disinfect counters, protective barriers, payment portals, PIN pads, pens, and styluses after each use.

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- Disinfect high-contact surfaces including doorknobs, light switches, bathroom fixtures, trash cans, railings, and phones after each use.

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- Remove amenities such as magazines, coffee, and self-serve stations for customers.

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**OTHER (CHECK ALL THAT APPLY)**

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- For full-service operations, ask that customers remove personal items from the vehicle.

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  - For full-service operations, ventilate vehicles with a blower to recirculate air through the vehicle before workers clean them.

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  - For full-service operations, limit interior vehicle cleaning to one worker at a time.

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  - For full-service operations, provide a mechanism for no contact tipping such as a tip jar or tray.

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  - For self-service operations, clean and disinfect vacuum nozzles after every use.

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  - For self-service operations, remove dirty towels or cloth wipes after each customer interaction. Place them in a closed container where they cannot be used again until properly laundered.

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  - For self-service operations, provide disposable gloves for customers to use when handling hoses, wands, vacuum hoses and other cleaning devices. Frequently clean and disinfect these surfaces.

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  - For automated, drive thru operations, instruct customers to line up in their cars and not exit the vehicle.

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  - Optional- Describe other measures. Attach additional pages if necessary.
-