

This guidance applies to car wash businesses operating in accordance with the [Pasadena Health Officer Order](#). Prior to opening, each operator must complete and implement the attached Social Distancing Protocol, provide a copy to each employee, and post in a conspicuous location near the entrance. Designate one individual to be in charge of planning and implementation of all items. Submission of Social Distancing Protocols to a City Department is not required unless explicitly requested.

SOCIAL DISTANCING AND SANITIZATION

Protocols for operating a car wash

- Employees and customers shall wear face coverings, and customers without face coverings shall not be served. Only individuals with chronic respiratory conditions, or other medical conditions that make use of a mask hazardous, are exempted from this requirement. Children under age 2 years should not wear a face covering.
- Social distancing shall be observed and enforced by the operator.
- Offer touchless payment options when possible. If the transaction must be conducted in person, instruct employees to refrain from touching the face afterward, to accept cash or cards on a tray rather than directly into their hands, to sanitize the payment system and tray, and to wash hands with soap and water after each transaction.
- Encourage customers to make appointments for services that are not automated such as detailing in advance. Ask customers not to bring others with them.
- Ask that customers remove personal items and trash from the vehicle.
- Ventilate vehicles and recirculate air through the vehicle before workers clean them.
- Limit interior vehicle cleaning to one worker at a time.
- Remove amenities such as magazines, coffee, water, and self-serve stations for customers.

Limit staffing and schedule strategically

Limit onsite staffing to the minimum number of employees necessary to operate. Employees who are able to work remotely should continue to do so. Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.

Schedule time for frequent handwashing

Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles. Instruct employees to wash hands upon arrival and at departure and allow time for handwashing between vehicles, at least every 30 minutes.

Provide sanitizer

Provide 60% alcohol-based hand sanitizer for employees to use in the vacuum area, the drying and detailing area, and at the cashier counter. Provide hand sanitizer for customers at the cashier counter or waiting area.

Ensure the safety of your facility's water system

Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. The person conducting this activity must wear appropriate

personal protective equipment (PPE) including an N95 respirator. Information regarding this process can be found at <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.

Enforce social distancing

Provide employees and customers the ability to maintain six feet of personal space. Employ a staff member to ensure the following:

- If customers must stand in line, mark the ground with tape or decals, and place signs to achieve six feet of distancing.
- Install a physical barrier such as a plastic shield at the pick-up area.
- Reconfigure waiting area to provide 6 feet of space between tables and chairs.

Require face coverings

Provide cloth face coverings for employees. Instruct employees to wear one at all times when in close proximity to coworkers or to the public. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.

Disinfect surfaces

Frequently clean and disinfect vacuum hoses and nozzles, bay guns, wash selector equipment, vending machines, and cleaning machines. Wiping towels used to clean the vehicle's interior must be laundered with hot water between each customer.

Frequently clean and disinfect surfaces including counters, pens, touch screens, PIN pads, plastic barriers, waiting area tables and chairs, light switches, doorknobs, bathroom fixtures, toilets, trashcans, and phones. Use an [Environmental Protection Agency](#) (EPA) registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.

Require sick employees to stay home

- Require sick employees to stay home for at least 10 days or until 72 hours after being fever free, whichever is longer. Send employees home if they arrive sick or become sick during the day.
- If an employee has a laboratory-confirmed result of COVID-19, or is diagnosed with COVID-19 by a doctor, and was at work while sick or up to 48 hours before symptomatic, the employer is required to report the case to the Pasadena Public Health Department at 626-744-6089, immediately. The employer is expected to provide or make arrangements for testing all employees that have had a possible exposure.
- Screen employees for symptoms of illness including a 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.

Protect vulnerable customers- Designate certain hours for pick-up for vulnerable populations. Post signage for employees and customers on good hygiene and sanitation practices, and share the protective steps you are taking to keep everyone safe.

Helpful contact information

If you have questions regarding the Car Wash Guidance, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.



PUBLIC HEALTH REOPENING PROTOCOLS CAR WASH

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.
- 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.
- 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.

MEASURES TO INCREASE SANITIZATION (CHECK ALL THAT APPLY)

- 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.

OTHER (CHECK ALL THAT APPLY)

- 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.
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