

This guidance applies to retailers conducting curbside pick-up in accordance with the modified Safer at Home Order. As of May 13, 2020, in accordance with the CA State Health Officer Order and the [Pasadena Health Officer Order](#), non-essential retail may reopen ONLY for curbside pick-up, or pick-up or delivery outside the store or facility. Prior to opening, each retailer 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 curbside sales

- Customers may not enter the store.
- 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 retailer in the designated pick-up zone or staging area.
- Complete payment in advance by offering options to purchase online or by phone. 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.
- Instruct customers to call when they arrive, and to remain in their vehicles, or in the designated pick-up zone or staging area.
- Develop a process that does not require employees to touch the customer's vehicle door handle or trunk latch.
- If employees place items in customers' vehicles, they should place the items in unoccupied areas of the vehicle such as a passenger seat or trunk, and should avoid leaning into the vehicle.

### Explain the process to customers in advance

Clearly communicate curbside instructions to customers by posting the process on your website and social media pages, or if transactions occur by phone, reviewing it verbally at the time of the sale. Let customers know the requirements and process, including where staff will meet them and whether staff will place items in their vehicle or if they must pick up items from a staging area.

### Close the store to customer access

Post signage at the entrance indicating that customers are not allowed in the store.

### Limit staffing and schedule strategically

Limit onsite staffing to the minimum number of employees necessary to fill and process orders. 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 sanitizer

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 transactions, at least every 30 minutes. Provide 60% alcohol-based hand sanitizer for employees to use.

### **Ensure the safety of your building'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, including additional guidance for fountains, spas, and cooling towers 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.
- Stagger customer pick-up times to reduce crowding.

### **Require face coverings**

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

### **Disinfect surfaces**

Frequently clean and disinfect surfaces including counters, pens, touch screens, PIN pads, plastic barriers, 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.

# SIDEWALK MANAGEMENT, PARKING, AND ASSISTANCE

## Sidewalk management

Employ a staff member to ensure the following:

- If tape is used to mark the ground, removal should not leave marks or residue on the sidewalk. Painter's tape, gaffer tape, or equivalent is recommended.
- Queue direction should be parallel and abut the building frontage.
- Maintain a minimum of four (4) feet horizontal clear pathway for ADA accessibility in any direction at all times, excluding any vertical street amenities.
- While sidewalk markers and advertising stands do not require a city permit at this time these items remain the sole responsibility of the abutting business/property owner.
- Business/property owners are responsible for the cleanliness and safety of the sidewalk at all times, including maintenance of any temporary markers, stands and furniture.

## Parking and curbside management

- Post clear signage and directions for vehicles so customers know where to go to wait for, and then pick up the order.
- Metered parking spaces will remain converted to a 20-minute parking space to facilitate delivery and pick-up operations for restaurants and non-essential retailers allowed to reopen at this time. Retail locations with existing parking, but no metered spaces, can request a 20-minute parking sign to be installed in front of their location by calling the Citizen Service Center at 626-744-7311.
- The following corridors with retail businesses that do not have parking meters will be expanded to 20 minute parking:
  - Colorado Blvd. from Lake Avenue to Catalina Avenue;
  - Colorado Blvd. from Michigan Avenue to Holliston Avenue (south side only);
  - Colorado Blvd. from Hill Avenue to Allen Avenue
- Individuals with longer term parking needs should park in parking garages and walk to their destination.
- The following City Garages will allow for a 20 minute grace period for free parking (no parking validation required): Paseo Garage, Los Robles Garage, Marengo Garage

## E-Commerce assistance for business

If your business is not currently configured for e-commerce, consider attending a free workshop presented by the Pasadena Small Business Development Center on topics ranging from e-commerce and developing a competitive advantage online to social media and online marketing. To contact the Pasadena Small Business Development Center for assistance with your virtual presence, call (626) 585-3106. To view a schedule of upcoming workshops and for more information, [click here](#).

## Helpful contact information

If you have questions regarding the Curbside Retail 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>.

## Additional resources

[CDC Reopening Guidance for Cleaning & Disinfecting](#)

[OSHA Guidance on Preparing Workplaces for COVID-19](#) (English)

[OSHA Guidance on Preparing Workplaces for COVID-19](#) (Spanish)



## PUBLIC HEALTH REOPENING PROTOCOLS CURBSIDE RETAIL

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.
- 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.

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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)**

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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