

This document provides guidance for restaurants offering take-out, drive-thru, and delivery in compliance with the [Pasadena Health Officer Order](#). Restaurant dining areas and bars must remain closed. 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

### **Require face coverings**

Require employees and customers to wear a clean, cloth face covering at all times. Refer to the [Face Covering FAQs](#) document for additional information.

### **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.

### **Provide accessible and fully stocked hand sinks; provide hand sanitizer**

Ensure handwashing sinks in kitchens and bathrooms are accessible and fully stocked with soap, paper towels or hand driers, and hands-free trash receptacles. Provide additional breaks for staff to allow for more frequent handwashing. Provide alcohol-based hand sanitizer (60% alcohol) in common areas for customers.

### **Enforce social distancing**

- Provide staff and customers the ability to maintain 6 feet of personal space while in your establishment, and provide extra space in the kitchen where possible.
- Limit the number of customers and staff in the lobby and at the take-out counter.
- Instruct customers to wait for their order outside or in their vehicle when space is limited.
- Mark customer lines on the ground with tape, chalk, or decals to ensure 6 feet of space for each customer and employee.
- Instruct staff to take breaks outside of the designated break room and away from others.

### **Clean and disinfect surfaces**

Frequently clean and disinfect counters, refrigerator doors, cash registers, PIN pads, menus, condiment bottles, salt & pepper shakers, 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.

# 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 Restaurant 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 PROTOCOLS

### GROCERY STORES; RESTAURANT TAKE-OUT, DELIVERY & DRIVE-THRU

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.

#### 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.

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- 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.

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- 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)

- Everyone who can carry out their work duties from home has been directed to do so.

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

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- 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.

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- 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.

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- 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.

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- Protective, plastic barriers are installed at the register between the cashier and customer.

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- All desks, individual workstations, and break tables/seats are separated by at least six feet

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- 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): \_\_\_\_\_

Employees are allowed frequent breaks to wash their hands.

Copies of this Protocol have been distributed to all employees.

Optional—Describe other measures: \_\_\_\_\_

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

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: \_\_\_\_\_

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

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

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

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

Placing signs outside the store 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 store 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 from gathering.

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.

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

Optional—Describe other measures: \_\_\_\_\_

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

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

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)**

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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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