

## PUBLIC HEALTH REOPENING PROTOCOL RETAIL

**Effective Date: Wednesday, May 5, 2021, 12:01 AM**

Recent Updates: (Changes are highlighted in yellow)

5/4/2021:

- Effective May 5, 2021, the Health Officer order for the City of Pasadena allows for sector reopenings consistent with **Tier 4, Minimal (Yellow)** of the State of CA Public Health Order Blueprint for a Safer Economy.
- Operating capacity is restricted to the number of individuals that can safely occupy the space while adhering to physical distancing requirements.
- Communicate to employees regarding new paid sick benefits available in 2021.
- Frequency reduced for cleaning and disinfection of certain surfaces to once daily to align with updated CDC guidance.

At this time, all public health jurisdictions in Los Angeles County, including the City of Pasadena, are in **Tier 4, Minimal (Yellow)** of the State of CA Public Health Order [Blueprint for a Safer Economy](#). Operating capacity is restricted to the number of individuals that can safely occupy the space while adhering to physical distancing requirements.

### PROTECTING CUSTOMERS AND STAFF FROM COVID-19

In the midst of the COVID-19 pandemic, businesses must take steps to reduce the risk of an outbreak occurring among patrons and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Help ensure staff are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Staff can call 211 for information on health insurance and primary care physicians.

- **Operators are required to make an immediate report to the Pasadena Public Health Department any time a visitor or staff member with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms or receiving a positive test (if asymptomatic).** Establishment operators must email [nursing@cityofpasadena.net](mailto:nursing@cityofpasadena.net) or call (626) 744-6089 and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all staff that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the staff member's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate staff to contact their supervisor if a staff member or visitor is feeling sick.** The supervisor should send the ill staff member home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the staff member, the

worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.

- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare customer and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all customers and staff who were in contact within 6 feet of the infectious person for a cumulative 15 minutes or more in a 24-hour period, and other individuals as specified by the Health Department. Implement measures recommended by the Health Department.

### Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH A HIGH QUALITY MASK



PERFORM DAILY HEALTH SCREENINGS

### Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each employee and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to employees and customers and post to your website.

### Helpful Contact Information

- If you have questions, 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, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

# PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

## RETAIL

### REDUCING RISK OF COVID-19 TRANSMISSION

Retail operators must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the site. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises. 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.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Retail Establishment Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

### ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:  
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Office Workspace – Public Health Reopening Protocol

### MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to customers and guests have been prioritized.
- Transactions or services that can be offered remotely have been moved online.
- Measures are instituted to assure access to goods and services for customers and guests who have mobility limitations and/or are at high risk in public spaces

### EXTERNAL COMMUNICATION

- Post signage reminding customers to maintain a distance of at least 6 feet at all times. If helpful, post diagrams or maps of how people should flow through the site.

- Post signage instructing customers to wear a face mask at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures and the use of face masks.
- Post a copy of all pages of this completed Protocol in a conspicuous location that is easily visible to employees, customers, and the public.
- Provide copies of the completed Protocol to all employees.

## INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to employees on all sections of the Protocol including:
  - Information on [COVID-19](#).
  - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
  - The importance of not coming to work if they are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
  - Proper use and care of face masks ([CDC guidance on masks](#)).
  - Physical distancing measures, sanitization, and handwashing.
  - Safety protocols for use of disinfecting solutions.
  - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the [2021 COVID-19 Supplemental Paid Sick Leave Law](#).
- Maintain records of each employee's schedule and work area or assignment.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

## PROTECTION OF EMPLOYEE HEALTH

### Access to COVID-19 Vaccine

Individuals ages 16 years and older are currently eligible to obtain a vaccine effective against COVID-19. Provide information and registration assistance to staff. Individuals may sign up at [myturn.ca.gov](https://myturn.ca.gov), call the CA COVID-19 Hotline 1-833-422-4255, access the Pasadena [On-call Form](#), or may call the Pasadena Citizen Service Center at 626-744-7311 for assistance. Links to vaccine appointments at pharmacies and other federal, state, and county sites are available at the [PPHD website](#).

### Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. The screening prior to arrival must include asking if the employee has had contact with a person

known to be infected with COVID-19 in the last 14 days, and whether the individual is currently under isolation or quarantine orders. Consult the CDC website for the most current list of COVID-19 [symptoms](#).

- ❑ Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- ❑ Notify employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. Employers must comply with Cal-OSHA requirements for quarantine and isolation, if stricter than the Pasadena Public Health Department (PPHD). For the purposes of PPHD, employees who are fully vaccinated for COVID-19 do not need to quarantine after exposure to someone with COVID-19 if asymptomatic, and may come to work if asymptomatic. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19. It also requires individuals to self-quarantine for 10 days from last contact with someone with COVID-19, unless fully vaccinated. Anyone who is a close contact with someone with COVID-19 must check for symptoms for 14 days regardless of vaccination status. The employee must isolate from others immediately if symptoms develop within 14 days of exposure. Quarantine must be maintained for 10 days, even if test results are negative (no virus detected).
- ❑ Require a sick employee to stay home for at least 10 days, or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- ❑ Review and modify workplace leave policies to ensure employees are not penalized when they stay home due to illness.
- ❑ Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for a cumulative total of 15 minutes or more over a 24-hour period, regardless of whether a mask was worn) with the ill employee, except fully vaccinated individuals who are asymptomatic. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test) if they are not fully vaccinated. However, contacts must still maintain quarantine for 10 days, even with a negative test, if they are not fully vaccinated.
- ❑ Screen customers for symptoms upon arrival, ask customers whether they are currently under isolation or quarantine orders, and ask them to use hand sanitizer and to wear a face mask.

### Verifying Full Vaccination

- ❑ **Individuals are considered fully vaccinated for COVID-19:**
  - 2 weeks or more after they have received the second dose in a 2-dose vaccine series (Pfizer-BioNTech or Moderna), or
  - 2 weeks or more after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen).
- ❑ **With a photo ID, the following are acceptable as proof of full vaccination for COVID-19 and must include the name of person vaccinated, type of vaccine provided and date last dose was administered (a photo ID is not required for children/minors):**
  - Vaccination card or
  - A printed or digital photo of the person's vaccination card stored on a phone or electronic device or
  - Documentation of full vaccination from a healthcare provider

## General Operations

- Establish procedures for processing and handling returns and exchanges. Provide gloves for employees handling returned items, and consider storing returned items for 24 hours or more before placing them back on the sales floor.
- Discontinue product sampling.
- Assign employees to monitor fitting rooms. Set aside clothing that is tried on but not purchased for 24 hours before returning to racks or shelves.
- Assign each employee their own tools, equipment, and defined workspace, and minimize or eliminate shared, held items.
- Remove all unpackaged food and beverages typically offered to employees, designate water fountains for refilling water bottles only, and remove shared coffee machines. Instruct employees not to share food, beverages, or utensils.
- Adjust in-person meetings by reducing the size of the meeting and reconfiguring tables and desks. Hold meetings outside or virtually whenever possible.
- Discontinue non-essential business travel.
- Prop doors and gates open where possible and applicable to reduce touching of handles, maintaining compliance with fire codes and accessibility standards.
- Install hands-free devices such as trashcans, soap and paper towel dispensers, door openers, and light switches where possible.

## Payment Options

- Provide no-contact methods of payment.
  - For counter transactions, utilize a customer-facing credit card terminal, or instruct customers to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask customers if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, PIN pad, stylus, and shared pen after each use.
  - Employees must avoid touching their face when handling credit cards and cash.
  - Offer any transactions or services that can be handled remotely online.

## Scheduling Employees

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for employees to implement cleaning practices during their shift. Cleaning should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

## Delivery and Curbside Pickup

- Make purchased goods available for curbside pickup or delivery. Designate a clearly marked curbside or outside location. Establish a process that utilizes a no-contact exchange of goods.
  - Communicate with customers through a rolled up window or the passenger window
  - Load items into the customer's trunk
  - Leave items at the customer's door

## Face Masks\*

- Provide, at no cost, a 2-or more layer cloth face mask and/or disposable masks for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), face mask over the nose and mouth at all times during the workday. Employees who have been instructed by their medical provider that they should not wear a face mask should wear a face shield with a drape on the bottom edge, to be in compliance with [State directives](#), as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves may not be used. Face masks are optional when alone in a room or private office.
- [Double masking](#), as described by the CDC, can increase protection if it improves the seal and filtration, so one option is wearing a multi-layer disposable mask with a multi-layer, well-fitting cloth mask that pulls the edges of a disposable mask against the face.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face masks are worn consistently and correctly.

*\* Individuals with chronic respiratory conditions, or other medical conditions that make use of a face mask hazardous are exempted from this requirement. Children under age 2 years should not wear a face mask. Refer to the [CDC guidance on masks](#) for additional information on use and care of the face mask.*

## Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in multiple locations in customer areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trashcans must be made available to the public at or near the entrance.

## Gloves and Protective Equipment

- Provide disposable gloves for employees who handle returns and worn clothing, use cleaners and disinfectants, handle commonly touched items, and provide temperature screenings.

## Restrooms

- Place trashcan near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Clean and disinfect restrooms at least once per day or as often as determined is necessary using EPA-approved disinfectants and following the manufacturer's instructions for use.
- Designate an employee to ensure restrooms stay operational and stocked at all times.

## PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

- Retail establishments must restrict capacity to the number of individuals that can safely occupy the space while adhering to physical distancing requirements, and are recommended to continue providing online and curbside pickup options.
- Retail establishments must strictly and continuously meter the entry and exit of customers at all entrances in order to track occupancy to ensure compliance with capacity limits. Retailers that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite public health inspector. Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- Install impermeable, protective barriers at checkout stations and reception areas to minimize exposure between employees and customers.
- Reconfigure customer waiting areas and lines, office spaces, workstations and breakrooms to allow for at least 6 feet of physical distancing between individuals. Separate individuals and workstations using partitions, and utilize floor markings or signs to indicate where customers should stand or line up.
- Assign an employee to manage the flow of customers during peak times, and designate a separate entry and exit if possible. Consider one-way aisles on the retail floor and in stock rooms.
- Close public seating areas.
- Stagger customer appointment times to reduce crowding.
- Stagger stocking activities so that associates are in different aisles.
- Require employees not to use handshakes and similar greetings that break physical distance.
- Instruct employees to maintain at least 6 feet of distance from customers and from each other, except employees may momentarily come closer when necessary to complete a transaction.
- Where possible, provide outdoor break areas with shade covering and seating spaced 6 feet apart, and encourage employees to take breaks alone and away from the establishment.
- Establish the following physical distancing measures for elevators, escalators, and stairwells:
  - Limit elevator capacity to ensure 6 feet of distance between riders. Use floor markings to indicate where individuals should stand.
  - Provide signage at escalators directing individuals to leave 6 feet of distance when boarding.
  - Open stairwells for "up" or "down" traffic with increased disinfection of handrails.
- Enlist employees as peer educators to reinforce physical distancing and infection control.



## CLEANING AND DISINFECTION

- Develop an appropriate plan, in adherence to [CDC Guidance](#) that identifies the surfaces to be cleaned and disinfected, the frequency, and the person assigned to the task.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)](#) list N and follow product instructions and Cal/OSHA requirements.
- Disinfect commonly touched surfaces daily such as doorknobs, railings, plexiglass, counter surfaces, light switches, handles, faucets, trashcans, fixtures, and dispensers.
- Disinfect shared equipment daily including pens, credit card machines, printers, phones, keyboards, staplers, fax machines, counters, and protective barriers.
- Provide disinfection supplies in multiple locations readily available to employees.

## Warehouse and Logistics Operations

- Install transfer-aiding stations such as bulletin boards or shelving to eliminate person-to-person hand-offs of items.
- Limit entry to only employees if feasible.
- Designate one-way aisles on the warehouse or shop floor.
- Sanitize delivery vehicles and equipment before and after routes. Stock delivery vehicles with disinfectant supplies.

## Deliveries and Vendors

- Review workflows and make changes if needed to permit physical distancing when receiving deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the workflow, instruct them to wear face masks and to comply with symptom checks and physical distancing.

## BUILDING SAFETY

### Water Safety

- 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. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).

### Ventilation

- Consider HVAC upgrades to improve air filtration (targeted filter rating of at least MERV 13) and increase fresh air ventilation.
- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters, and make other modifications to increase the quantity of outside air and ventilation in all working areas.
- Consider opening windows, if feasible, safe, and compliant with Fire Code and ADA requirements.
- If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another.

- Review and follow the California Department of Public Health's [Interim Guidance for Ventilation, Filtration, and Air Quality in Indoor Environments](#).

#### **CRAFT FAIRS AND ARTISANAL MARKETS (OUTDOORS ONLY)**

- Craft fairs and artisanal markets are able to operate outdoors, with modifications.
- At least 14 days prior to the event, the event organizer must provide a written plan to the Environmental Health Services Division which includes the following:
  - A copy of the completed Retail Protocol
  - A site map indicating the flow of attendees through the event and layout and spacing for booths that allows for people to be at least 6 feet apart
  - Sample signage to be posted
  - A plan for crowd control including the location of employees designated to control the movement of attendees, physical distancing, and the use of face masks
- The event organizer is responsible to provide the Retail Protocol to each vendor and must instruct the vendor to complete and implement the applicable portions of the protocol respective to their booth.
- Live entertainment is prohibited.
- To ensure masks are worn at all times by attendees while moving through the venue, the vending of food items for on-site consumption is limited to the designated food court area only.
- Food must be served in compliance with the Restaurants, Bars and Breweries Protocol:
  - Food may only be consumed while seated at tables that are physically distanced 8 feet from table edge to table edge
  - Self-serve food such as condiment bars, and self-serve utensils, are not allowed
  - Food sampling is not allowed