

SOCIAL DISTANCING PROTOCOLS FAQs

The [Safer at Home Order](#) is revised and now includes a mandate that all essential businesses implement Social Distancing Protocols no later than 11:59PM on April 15, 2020.

What am I required to do in order to comply with the revised order?

- ✓ Complete the [Social Distancing Protocols Checklist](#)
- ✓ Implement all items marked on the checklist
- ✓ Provide a copy to each employee
- ✓ Post a copy at or near all facility entrances
- ✓ Have a copy available to provide to a City Department upon request

Does this order apply to non-food businesses?

Yes, the order applies to all businesses defined in the order as essential including, but not limited to, food facilities and manufacturers, gas stations, banks, hardware stores, construction services, laundromats, transportation services, hotels and motels, childcare facilities, and shelters.

How do I submit this document to the Health Department?

Complete the checklist and post a copy at your facility near each entrance. You are only required to provide a copy to a representative from the Health Department, Code Enforcement Division, or Police Department upon request. Generally, this will only occur if the City is investigating a complaint regarding non-compliance with the order at your facility.

Do I need to provide a copy of the checklist to each employee?

Yes, the order mandates that a copy of the completed checklist is provided to each employee. This may be accomplished by providing a physical copy or sending the completed form by email.

My restaurant dining area is closed. Can I close the restrooms?

Restrooms that are normally open to customers must remain open to allow customers and delivery drivers access to wash their hands. High-touch surfaces such as door knobs, faucets, and dispensers, must be disinfected frequently.

Am I required to implement every protective measure on the checklist?

Yes, you are required to implement every protective measure that is applicable to your facility, unless marked optional. Certain measures, such as disinfecting shopping carts and closing bulk food bins, are not applicable to restaurant operations.

I have a small business with a limited number of employees. Do I need to schedule an extra person to stand at the entrance to control the number of customers that enter?

Smaller businesses may be able to assign employees to multiple tasks and still meet the intent of the order. Use signage, line delineators, and floor decals to direct customers on the appropriate time to enter and safe location to wait for services.

I operate a restaurant. Is a plexiglass barrier required at the cash register?

A protective, plastic barrier (or other partition) is required when the cashier and customer cannot maintain a 6-foot distance at all times during the transaction.

What surfaces in my facility should be disinfected frequently?

- At the cash register, disinfect the counter, PIN pad, touch screen, pens, stylus, plexiglass shield, and other barriers.
- In the restrooms, disinfect the door handles, locks, faucets, and dispensers.
- In the facility disinfect refrigerator door handles, light switches, phones, shopping carts, baskets, employee lockers and breakroom surfaces.

Am I required to take employee's temperatures?

Business operators must actively monitor employees for symptoms of illness daily. This can be achieved by asking each employee if they are experiencing symptoms. If the employee self-reports any symptoms at the beginning of the shift, or during the workday, send them home immediately. Operators are not required to take employee temperatures, but may choose to do so.

For what symptoms should I be screening?

Ask each employee if they are experiencing fever, cough, sneezing, sore throat, runny nose, not feeling well, stomach cramps, or diarrhea.

I have employees that do not interact with the public or coworkers. Are they required to wear a face covering while at work?

A face covering must be worn when an employee has close contact with the public or other coworkers. Close contact is defined as less than 6 feet for 10 minutes or more.

Am I required to enforce face coverings for customers?

Stores are required to post signage in a conspicuous location that instructs members of the public to wear face coverings, and to direct customers to the sign when education is necessary.

What is the proper way to wear and care for a face covering?

Wash your hands *before* and *after* putting on, or taking off, the face covering. Wash the cloth face covering frequently, ideally after each use, or at least daily. Have a bag or bin to store cloth face coverings until they are laundered with detergent and hot water, and dried on a hot setting. Discard cloth face coverings that no longer cover the nose and mouth, have stretched out or damaged straps, cannot stay on the face, or have tears in the fabric.

Who should not wear face coverings?

Cloth face coverings should not be placed on children younger than 2, or anyone who has trouble breathing, is unconscious, incapacitated, or unable to remove the cover without assistance. Children ages 2-8 should be supervised by adults to ensure face coverings are worn safely.

I have questions specific to my operation. How do I contact the Health Department?

Contact the Environmental Health Division by calling 626-744-6004, or by emailing envhealth@cityofpasadena.net.