



COVID-19 Safety Protocols for reopening businesses

05/11/2020
Item 8 A

STAGES

of Reopening Protocols

STAGE 1 Everyone is either staying at home or a member of the essential workforce.

STAGE 2 Reopening lower risk workplaces, including: non-essential manufacturing (toys, furniture, clothing, etc.); schools; childcare facilities; retail businesses for curbside pickup; and offices where the environment can be modified for employee safety.

STAGE 3 Reopening higher risk workplaces and businesses, which require close proximity to other people, including: hair/nail salons; gyms; movie theaters; sporting events without live audiences; and in-person religious services (churches and weddings).

STAGE 4 Ending the stay-at-home order, which would allow for the reopening of: concert venues; convention centers; and sporting events with live audiences.

CURRENT STATUS

Stage 2 –

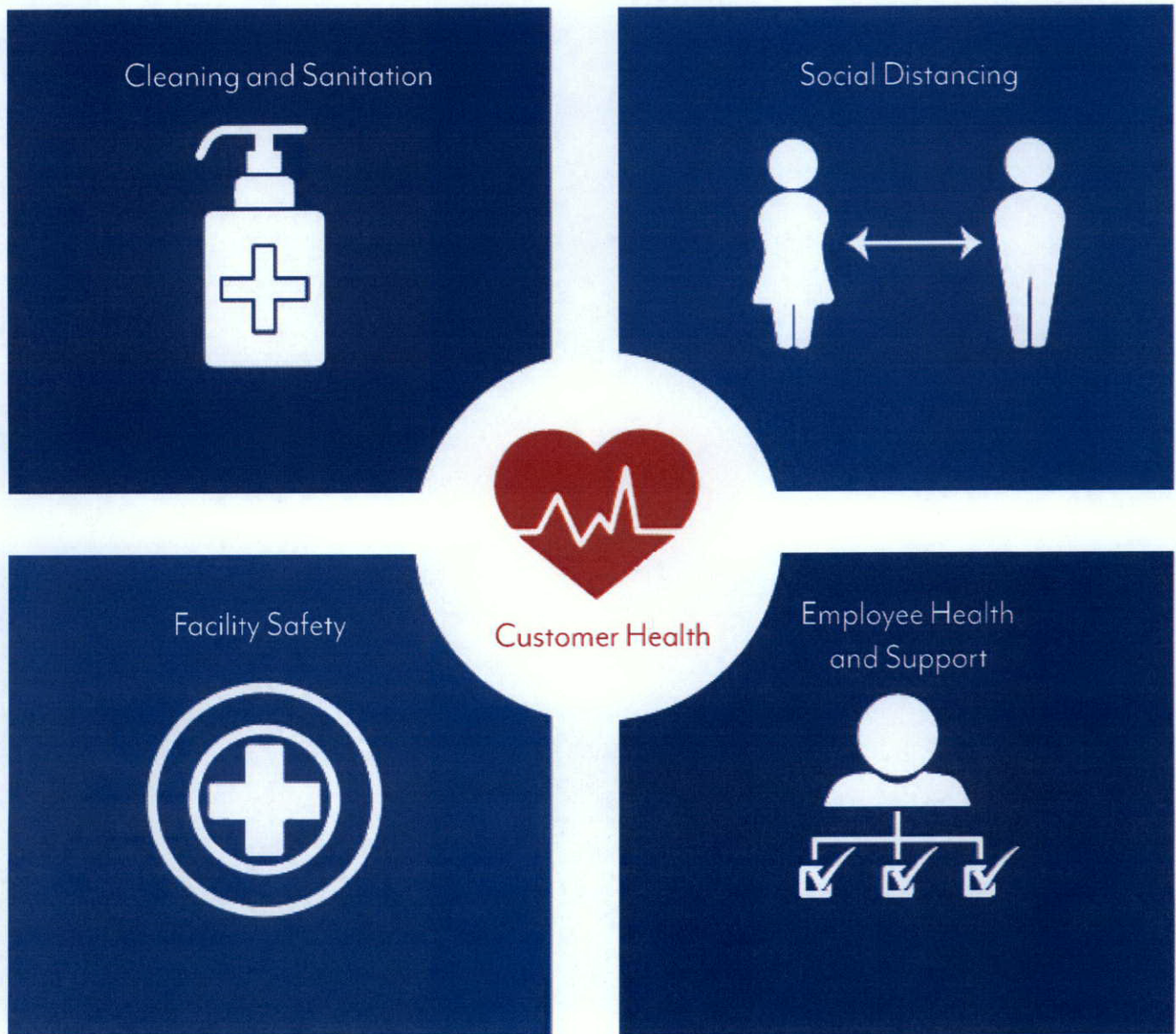
Curbside pickup available for retail stores including, but not limited to:

- Bookstores
- Jewelry stores
- Toy stores
- Clothing stores
- Shoe stores
- Home and furnishing stores
- Antique stores
- Music stores
- Florists

* Supply chains supporting the above businesses in manufacturing and logistics sectors may also open.

STAGE 2 (Curbside Only)

Overview of Key Protocols

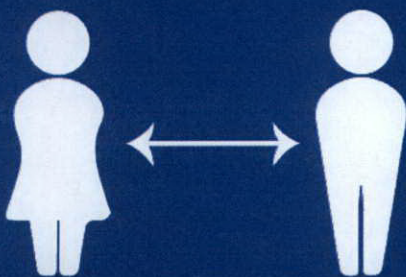


Cleaning and Sanitation



- > Perform a complete, thorough, and detailed cleaning of the entire facility prior to reopening, with focus on high-contact areas.
- > Provide disinfecting wipes that are effective against COVID-19 near shopping carts and baskets for employee use.
- > Disinfect staging surfaces, protective barriers, payment portals, PIN pads, pens, and styluses after each use.
- > Disinfect high-contact surfaces frequently including doorknobs, light switches, bathroom fixtures, trash cans, railings, and phones.

Social Distancing



- > Limit the number of employees in the store to the minimum number necessary to process orders.
- > Require that orders are placed in advance, and when possible, collect the payment prior to pickup.
- > Stagger customer pick-up times to reduce crowding
- > Provide designated hours for vulnerable populations.
- > Place signs outside the business reminding people to be at least 6 feet apart, including when in line.
- > Place tape or other markings at least 6 feet apart in customer line areas.
- > Instruct employees to maintain at least 6 feet distance from customers and each others except when necessary to conduct transactions.

Employee Health and Safety



- > *Require employees who can carry out their work duties from home to continue working from home.*
- > *Instruct all employees to stay home if sick, and follow Pasadena Public Health guidance for self-isolation if applicable.*
- > *Conduct daily symptom checks before employees enter the workspace.*
- > *Provide a cloth face covering for all employees that have contact with the public or other employees at no cost.*
- > *Install protective plastic barriers at the staging or pick-up area (if applicable).*
- > *Provide a no-contact method of payment.*
- > *Separate employee desks, workstations, and breakroom tables and seats by at least 6 feet.*
- > *Provide a schedule for breakroom, bathroom, and other common area disinfection.*
- > *Provide a location where disinfectant and related supplies are available to all employees.*
- > *Provide hand sanitizer effective against COVID-19 in employee areas and at the distribution location.*
- > *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.*
- > *Identify employee stressors and mitigate anxieties when going back to work through clear and transparent communication, listening, and surveying employees regularly.*
- > *Provide copies of these protocols to all employees.*

Customer Health and Safety



- > Do not allow customers to enter the store.
- > Observe social distancing and enforce in the designated pickup zone or staging area.
- > Provide customers with opportunities for advance payment. If the transaction must be conducted in person, accept cash or cards on a tray rather than directly into employees' hands, sanitize the payment system and tray, and wash hands with soap and water after each transaction.
- > Require customers to call when they arrive and remain in their vehicles or in the designated pickup zone or staging area.
- > Develop processes that do not require employees to touch customers' vehicle door handles or trunk latches.
- > If employees place items in customers' vehicles, they should place them in unoccupied areas of the vehicle and avoid leaning into the vehicle.
- > Designate specific hours for for vulnerable populations.
- > Clearly communicate curbside pickup instructions to customers by posting on business website and social media pages, sharing instructions with order confirmations, or reviewing instructions verbally for phone transactions at the time of sale. Include information on where employees will meet customers and whether employees will place items in customers' vehicles or if customers must pick up items from a staging area.
- > Ensure that employees and customers wear face coverings.
- > Post a copy of these protocols in a conspicuous location that is easily visible to the public.

Facility Safety



- > Ensure the safety of the building's water system by flushing 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, including an N95 respirator.
- > Information regarding this process, including additional guidance for fountains, spas, and cooling towers, can be found [here](#).
- > Log all employees and customers that come onto the premises for purposes of supporting public health contact tracing.
- > Increase air flow/ventilation and increase the percentage of outdoor air that circulates into the system where possible.

Business Assistance

A proactive approach

- > Re-direct City staff resources to business concierge positions
- > Evaluate greater use of public right of way
- > Expedite entitlement and permit processing
- > Evaluate greater flexibility for temporary signage (sandwich boards, banners, etc.)
- > Evaluate potential for walkup windows
- > Evaluate easing of parking standards
- > Develop new business start-up guide and publish on web
- > Expedite tenant improvement building permits
- > Expedite building inspections and provide combined Fire, Health, and Building inspections for faster occupancy
- > Continue electronic submittals for permit applications
- > Continue virtual inspections as appropriate

TRANSITIONING

Possible modifications and limited occupancy later in Stage 2.

DESTINATION RETAIL

Including shopping malls
and swap meets

MOVING FORWARD

TOGETHER WE CAN

OFFICE-BASED BUSINESSES

Telework remains strongly
encouraged

DINE-IN RESTAURANTS

Other facility amenities,
like bars or gaming areas,
are not permitted

SCHOOLS AND CHILDCARE FACILITIES

OUTDOOR MUSEUMS AND OPEN GALLERY SPACES