Protocols for Retail Establishments Opening for In-Person Shopping
Our Services

- Consumer
  - Consumer Counseling
  - Complaint Investigation
  - Foreclosure Prevention
  - Center for Financial Empowerment

- Both Consumers and Businesses
  - Mediation
  - Small Claims Advisors

- Business
  - Concierge
  - LA County Certification
  - Procurement Technical Assistance Center (PTAC)
  - Minimum Wage

Telephone: 1-800-593-8222
Website: https://dcba.lacounty.gov/
Re-closure of Businesses as of 7/1/2020 in LA County.

- Restaurant indoor dining. Still permitted are curbside, takeout, delivery and outdoor dining
- Bars, Breweries, Brewpubs, Pubs, Wineries, and Tasting
- Rooms (Except for Retail Sales, which Can Be Open) Movie Theaters
- Family Entertainment Centers (i.e bowling alleys, miniature golf, batting cages and arcades)
- Zoos and Museums
- Cardrooms
Requirements for Retail Establishments Opening for In Person Shopping: Appendix B

- Workplace policies and practices to protect employee's health
- Measures to ensure physical distancing
- Procedures to ensure infection mitigation
- Effective communication with employees and the public
- Ensuring equitable access to critical services
Applicable Measures

- Every business must implement measures outlined.

- If not implemented, be prepared to explain why it does not apply.
Workplace policies and practices to protect employee’s health

21 Measures under this section

Establish, post and distribute clear guidelines for all employees

- Create Plan if someone comes down with Covid-19, what to do.
- Require the immediate self-quarantine of employee(s) that had a workplace exposure and those who came in contact with employee.
- Access to COVID-19 test for all impacted

Designate an on-duty employee responsible for monitoring compliance with an established plan.
Workplace policies and practices to protect employee’s health

Symptom checks – Daily

- Create a check list for COVID-19 symptoms for employee for self-declaration.
- A temperature check should be done at the worksite if feasible.
- Must be conducted before employees enter the workspace.
- These checks can be done remotely or in person upon the employees’ arrival.
- **3 cases** withing the workplace within a span of 14 days, employer should report the outbreak to Dept. of Public Health at t (888) 397-3993 or (213) 240-7821.

See the public health guidance on responding to COVID-19 in the workplace:

Workplace policies and practices to protect employee’s health

Sample list of COVID-19 Symptoms

This list of symptoms is not all inclusive

- FEVER OR CHILLS
- SHORTNESS OF BREATH
- COUGH
- FATIGUE
- MUSCLE ACHES
- NEW LOSS OF TASTE
- HEADACHES
- SORE THROAT
- NAUSEA AND/OR VOMITING
- RUNNY NOSE
Workplace policies and practices to protect employee’s health

PPE (Personal Protection Equipment)

- Employer must offer at no cost a cloth face covering to all employees.

- Wash stations including hand sanitizer, soap and water, must be readily available and plenty of time given to employees.

- Stagger breaks to ensure social distancing.
Measures to ensure physical distancing

13 Measures under this section

Building – Six-feet physical distancing:

- Provide a one-way single entrance and a separate single exit for customers
- Limit indoor capacity at 50% of the retail maximum occupancy. *Track occupancy rate*
- Mark 6 feet intervals for waiting lines and subsequent customers who are joining the line
- Establish markings for directional Hallways and Shopping Aisles for Foot Traffic
- Also directional markings for Check Sands, Restrooms, Waiting areas and Pick-up areas
- If possible, redesigned and or install Physical barriers (Plexiglass) at Registers, Workstations or when necessary
Measures to ensure physical distancing

Building – Six feet distancing:

- Stagger stocking schedules so that employees are in different aisles.

- Employees are discouraged from congregating in high traffic areas (i.e. hallways, stairwells, break rooms, bathrooms, etc.)

- Commons areas (i.e. break rooms) must be restricted / redesigned/ or closed.

- All non-employees, vendors and delivery personnel must adhere to the required physical distancing and use face coverings when entering the premises.
For Staff—Six feet distancing:

- A staff person, wearing a cloth face cover and or gloves is posted near the entrance to greet and direct customers while maintain physical distancing.

- Sales staff wearing face coverings and if feasible with disposables gloves, are positioned 6 feet from each other and from customers to assist and finalize orders.

- Bins should be used to pass appropriately ordered packaged items or receipts to customers.
14 Measures under this section

For the Establishment:

- Maintain and check the HVAC system and ensure air flow throughout the establishment.

- Eliminate shared materials (i.e., staplers, notepads, pens, coffee mugs, etc.) whenever possible.

- Common areas and frequently touched objects (e.g., restrooms, tables, doorknobs or handles, light switches, handrails, etc.) must be disinfected regularly using EPA approved disinfectants.
For the Establishment:

 All payment and credit card portals, pens, and styluses must be disinfected after each use.

 If possible, install touchless dispensers for hand sanitizer, soap, paper towel and trash dispenser.

 The entire building must be deep cleaned regularly by a professional service.
For the Establishment:

- A staff worker per shift must be designated to oversee and enforce cleaning/sanitization and disinfection procedures. A cleaning log must be kept.

- Restrooms must be cleaned/sanitized and disinfected every hour using approved EPA disinfectants. A cleaning log must be kept.

- Audio headsets and other equipment must not be shared between employees unless properly sanitized/disinfected after each use.
Procedures to ensure infection mitigation

For Customers

Customers who refuse to wear cloth face coverings will be refused service and asked to leave.

- Customers must always wear a cloth mask anywhere in the facility, including children over the age of 2.
- Hand sanitizers, tissues and trash cans must be available to Customers throughout the Establishment.
- Employee Restrooms are not available for Customers.
Effective communication with employees and the public

3 Measures under this section

- **A copy of the protocol must be posted at all public entrances to the facility.** For a copy, click on the below link below, click on “Reopening Protocols”, Retail Establishments to find the English version, as well as Spanish, Traditional Chinese, Simplified Chinese, Korean, Armenian, Arabic, Farsi, and Cambodia, Russian, Japanese and Vietnamese: [http://publichealth.lacounty.gov/media/Coronavirus/](http://publichealth.lacounty.gov/media/Coronavirus/)

- Signage has been posted to provide clear guidelines to the public about safety including a signage posted advising employees and visitors to not enter if they have a cough or fever.

- Online outlets of the establishment (website, social media, etc.) provide clear information about policies, hours, appointment, face coverings, prepayment, etc.
4 Measures under this section

- Institute dedicated shopping hours for vulnerable populations, including seniors and those medically vulnerable and, if appropriate and preferably at a time following a complete deep cleaning.

- Services that are critical to the customers/clients have been prioritized.

- Transactions or services that can be offered remotely have been moved on-line.

- Guidelines and access to the establishment must meet the Americans with Disability Act (ADA) requirements and those at high risk in public places.
http://publichealth.lacounty.gov/media/Coronavirus/guidances.htm#business

- PPE Vendor list,
- Notice to Customers Poster.
- Workplace Managers
- Custodial Staff
- Field Staff
- Guidance for Cloth Face Coverings
- Cloth Face Coverings (Infographics)
- Cleaning and Disinfection Matrix
- Handwashing.
For more information

- Dept of Consumer and Business Affairs website [https://DCBA.LACounty.gov/](https://DCBA.LACounty.gov/)

- Disaster Help Center
  - Hours: M to F 8:30 a.m. – 5:30 p.m.; Saturday 10 a.m. – 3 p.m.
  - Tel: (833) 238-4450
  - Email us at: DisasterHelpCenter@LACounty.gov