Disclaimer

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work.

Additionally, as COVID-19 circumstances continue to evolve, so will the public health and safety recommendations and requirements.

We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all information and consult with your own medical, legal and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply or be advisable.
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Revised Approach to Reopening

Cities, states, and countries around the world are responding to the COVID-19 pandemic using a phased approach. A phased approach separates a region’s reopening and recovery into different stages, each with a specific goal. As each agency moves toward reopening operations and businesses, we anticipate reopening in four stages consistent with the California Department of Public Health and Orange County Health Department.

Roadmap Stages

1. SAFETY & PREPAREDNESS
2a. REOPEN/MODIFY LOW-RISK FACILITIES
2b. REOPEN/MODIFY MODERATE-RISK FACILITIES
3. REOPEN/MODIFY HIGH-RISK FACILITIES
4. END OF STAY-AT-HOME ORDER

As jurisdictions begin to lift COVID-19 pandemic-related restrictions, the organization must start considering how to best cope with a vast array of issues that involves both employees and the public. Following the guidance of the United States Center for Disease Control, California Department of Public Health, and the Orange County Health Department, the following recommended protocols will be implemented during various reopening phases. The goal of this document is to set forth a plan that will ensure the least possible risk for employees, volunteers, and the public. Jurisdictions have the flexibility for modification to all amenities, definitions, and operations to accommodate circumstances.

Mission:
1. Protection and Supporting Employees’ Health and Safety
2. Protection of Participants’ Health and Safety
3. Ensure Proper Infection Control
4. Communicate with the Public
5. Provide Resources for Businesses
RESOURCES FOR
BUSINESSES AND
COMMUNITY MEMBERS
# How Long COVID-19 Lives on Surfaces

<table>
<thead>
<tr>
<th>Surface</th>
<th>Examples</th>
<th>Durability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aluminum</td>
<td>Soda, cans, tinfoil</td>
<td>2-8 hours</td>
</tr>
<tr>
<td>Cardboard</td>
<td>Shipping Boxes</td>
<td>24 hours</td>
</tr>
<tr>
<td>Ceramics</td>
<td>Dishes, pottery, mugs</td>
<td>5 days</td>
</tr>
<tr>
<td>Copper</td>
<td>Pennies, tea kettles</td>
<td>4 hours</td>
</tr>
<tr>
<td>Glass</td>
<td>Glasses, cups, mirrors, windows</td>
<td>5 days</td>
</tr>
<tr>
<td>Metal</td>
<td>Tools, doorknobs, jewelry</td>
<td>5 days</td>
</tr>
<tr>
<td>Paper</td>
<td>Money, magazines, mail</td>
<td>Minutes-5 days</td>
</tr>
<tr>
<td>Plastics</td>
<td>Bottles, buttons</td>
<td>2-3 days</td>
</tr>
<tr>
<td>Stainless Steel</td>
<td>Pots, refrigerators, sinks</td>
<td>2-3 days</td>
</tr>
<tr>
<td>Wood</td>
<td>Furniture, decking</td>
<td>4 days</td>
</tr>
</tbody>
</table>

**Food**

Coronavirus doesn’t seem to spread through exposure to food. Still, it’s a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may consider buying frozen or canned produce.

**Water**

Coronavirus hasn’t been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

Reference: webmd.com

To reduce your chance of catching or spreading coronavirus, clean and disinfect all surface and objects in your home and office every day.
Use of Cloth Face Coverings
To Help Slow the Spread of COVID-19

How to Wear a Cloth Face Covering

Cloth face coverings should:

• fit snugly but comfortably against the side of the face
• be secured with ties or ear loops
• include multiple layers of fabric
• allow for breathing without restriction
• be able to be laundered and machine dried without damage or change to shape

Cloth Face Covering Care

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?
Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?
A washing machine should suffice in properly washing a face covering.

How does one safely remove a used cloth face covering?
Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.
CDC on Homemade Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

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Face Covering Do’s and Don’ts:

**DO:**
- Make sure you can breathe through it
- Wear it whenever going out in public
- Make sure it covers your nose and mouth
- Wash after using

**DON’T:**
- Use on children under age 2
- Use surgical masks or other personal protective equipment (PPE) intended for healthcare workers

[cdc.gov/coronavirus]
# Applying and Removing PPE

## Applying PPE

1. **Gown**
   - Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back.

2. **Shoe Covers**
   - Sit in chair and apply sanitary shoe covers. For a hands-free application, use a shoe cover dispenser.

3. **Mask**
   - Secure ties or elastic bands at middle of head and neck. Fit snug to face and below chin.

4. **Goggles**
   - Place over face and eyes and adjust to fit.

5. **Gloves**
   - Extend to cover wrist of isolation gown.

## Removing PPE

1. **Gloves**
   - Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

2. **Goggles**
   - Handle by head band or ear pieces. Do not touch outside of googles or face shield.

3. **Mask**
   - Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle.

4. **Gloves**
   - Shoe covers are contaminated. For hands-free removal, use a shoe cover removal system.

5. **Mask**
   - Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

*Remember: PPE is only effective if it is worn correctly. Train your employees in correct PPE usage.*
Guidance for Reopening the Workplace

Each agency is committed to the health and well-being of its robust and dynamic business community. Efforts are ongoing to monitor the COVID-19 pandemic while deploying economic development guidance and support wherever possible.

As we prepare for the reopening of the business community, we have compiled a variety of resources to assist in this effort. In addition to the resources below, please visit the City’s website to access our business resources. The website provides businesses with current support programs and initiatives including:

CDC Workplace Guidelines

WORKPLACES DURING THE COVID-19 PANDEMIC

The purpose of this tool is to assist employers in making (re)opening decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

Should you consider opening?

- Will reopening be consistent with applicable state and local orders?
- Are you ready to protect employees at higher risk for severe illness?

ALL YES ➞ DO NOT OPEN

Are recommended health and safety actions in place?

- Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- Intensify cleaning, disinfection, and ventilation
- Encourage social distancing and enhance spacing between employees, including through physical barriers, changing layout of workspaces, encouraging telework, closing or limiting access to communal spaces, staggering shifts and breaks, and limiting large events, when and where feasible
- Consider modifying travel and commuting practices. Promote telework for employees who do not live in the local area, if feasible.
- Train all employees on health and safety protocols

ALL YES ➞ MEET SAFEGUARDS FIRST

Is ongoing monitoring in place?

- Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible
- Encourage anyone who is sick to stay home
- Plan for if an employee gets sick
- Regularly communicate and monitor developments with local authorities and employees
- Monitor employee absences and have flexible leave policies and practices
- Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

ALL YES ➞ OPEN AND MONITOR

cdc.gov/coronavirus
Recommended Business Responsibilities

Businesses are critical to Orange County’s economic recovery post-COVID-19, and they play a tremendous role in the shared objective of promoting and protecting public health. The responsibilities of businesses include:

• Operate safely and lawfully at all times, adhering to all applicable laws and regulations.

• Be knowledgeable and adaptable to changing rules and regulations regarding public health in the workplace.

• Encourage and facilitate their employees to stay home when feeling unwell or exhibiting any symptoms of illness.

• Follow all general and industry-specific recommendations relating to public health protocols and encourage customers and patrons to adhere to the business’s protocols.

• Communicate adequately and fairly with employees, suppliers, vendors and customers regarding public health protocols.

• When in doubt, ask for clarification or assistance from appropriate industry or trade experts, public health officials or other applicable governing agencies.

Recommended Consumer/Patron Responsibilities

Navigating an economy that is open for business can be challenging post-COVID-19 for businesses and customers alike. Customers are a vital link in ensuring business success and economy vitality of Orange County. The responsibilities of customers include:

• Adhere to physical distancing and all applicable public health orders and recommendations when shopping, dining, and engaging in entertainment, economic or public activities.

• Respect business protocols that have been implemented for public health and safety.

• Avoid consumer or business activity if feeling unwell or exhibiting symptoms of illness.

• Practice hygiene to slow the spread of communicable disease; utilize available hand washing and sanitizing facilities.

• Be courteous to other customers and business employees; this may include limiting shopping time, refraining from touching products, and wearing Personal Protective Equipment (PPE)
Keeping the Workplace Safe

- Practice good hygiene
- Stop handshaking & avoid touching your face
- Wear face coverings
- Use videoconferencing
- Adjust/postpone large gatherings
- Limit business travel
- Limit food sharing
- Stay home if you or a family member is sick
- Use booking system to stagger customers
- Limit cash handling
- Use online transactions
- Practice social distancing
- Hold meetings in open spaces
- Remind staff of hand washing & daily health screening
- Sanitize high traffic areas
- Communicate COVID-19 plan with staff
This section provides guidance for the construction industry to support a safe, clean environment for workers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA. Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their Cal/OSHA COVID-19 Infection Prevention for Construction Employers and Employees webpage. CDC has additional guidance for businesses and employers.

**Work Specific Plan**

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.

- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.

- Train and communicate with employees and employee representatives on the plan.

- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.

- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.

- Identify close contacts (within six feet for 10 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.

- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

**Topics for Employee Training**

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.

- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.

- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or
smell, or if they or someone they live with have been diagnosed with COVID-19.

- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).

- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).

- Proper use of face coverings, including:
  1) Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  2) Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  3) Employees should wash or sanitize hands before & after using or adjusting face coverings.
  4) Avoid touching eyes, nose, and mouth.
  5) Face coverings should be washed after each shift.

**Individual Contact Measures and Screening**

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any personnel entering the facility. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.

- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.

- Employers should provide and ensure workers use all required protective equipment. Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.

- Face coverings strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when on-site, in breakrooms and offices or in a vehicle for work-related travel when traveling with others. Face coverings must not be shared.

- Non-employees entering the jobsite should be restricted to only those classified as essential by management and they must complete a temperature and/or symptom screening before entering. Delivery drivers, vendors, and all others entering the facility are required to wear face coverings.
Cleaning and Disinfecting Protocols

- Perform thorough cleaning on high traffic areas such as break rooms, lunch areas, and changing areas, and areas of ingress and egress including, stairways and stairwells, handrails, elevators controls and frequently disinfect commonly used surfaces, including, doorknobs, toilets, hand washing facilities, etc.

- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, handles and latches, and controls on stationary and mobile equipment, including surfaces in the cabs of all vehicles.

- Require workers to wash hands or use sanitizer between the use of shared equipment, such as workstation tools, radios, time clocks, mobilized carts, and other items and allow paid work time to do so.

- Require that employer-owned and controlled equipment, such as hard hats and any face shields, be sanitized at the end of each shift. Clean and disinfect the inside of the equipment, then the outside, then wash hands.

- Encourage workers who own their own hard hats to follow the same cleaning protocol & provide the proper cleaning and sanitation products. Allow paid work time to complete such cleaning.

- Avoid sharing phones, office supplies, other work tools, or handheld mobile communications equipment wherever possible. Individually-assigned peripheral equipment (keyboards, handsets, headsets, chairs, etc.) should be provided wherever possible. If necessary, clean and disinfect them before and after each use. Never share PPE.

- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.

- Provide additional sanitary facilities (including portable toilets and handwashing stations) if feasible and necessary to maintain physical distancing during scheduled breaks.

- Install hands-free devices, if possible, including motion sensor sinks, soap dispensers, sanitizer dispensers, and paper towel dispensers.

- When choosing cleaning chemicals, employers should use product approved for use against COVID-19 listed on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectant labels labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer’s directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.

- Consider installing portable high-efficiency air cleaners, upgrading the building or construction trailer’s air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in work and break areas. Additional Resource COVID19.CA.GOV
Food Service

This section includes restaurants (dine-in and take-out), coffee shops, donut/bagels shops, and catering companies.

Average Level of Customer Interaction

Requires moderate customer interaction.

Summary of Actions

- Employees must wear face coverings.
- Social distancing is required.
- Sanitize customer area after each use.
- Employees must wash hands often.
- Employees with symptoms are not to work.
- Single service and best practices for food services.

Employee and Customer Protection Requirements

- Employees shall wear masks and gloves if handling food, utensils, cash handling, or are part of the cleaning regiment. Hosts and management must also wear face coverings.
- Staff will limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart, unless physical barriers are present between booth spaces.
- Any indoor or outdoor waiting area must be marked so that social distancing standards are met. One member of a party may be allowed in waiting area while other members of their party wait in their car or socially distanced from others in an outdoor area.
- Employees are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.

Specific Standards: Food Safety

Follow and maintain food-safety practices as carefully as the COVID-19 safety protocols.

- Discard all out-of-date food items.
- Put sneeze guards in place where local and county officials permit salad bars and buffets.
- Provide condiments by request and sanitize after usage or use disposable packets.
- Change, wash and sanitize utensils frequently, and place appropriate barriers in open areas.
- If providing “grab-and-go” service, stock coolers to no more than minimum levels.
- Ensure the person in charge at your establishment is ServSafe certified and that his or her certification is up to date. Provide food-handler training to refresh employees.
- Never touch ready to eat food with bare hands.
- Follow four steps to Food Safety: Clean, Separate, Cook, Chill.
Food Service

Specific Standards: Cleaning and Sanitizing

Thoroughly detail-clean and sanitize your entire facility, especially if it has been closed.

- Focus on high-contact areas touched by both employees and guests and clean frequently.
- Do not overlook seldom-touched surfaces.
- Follow sanitizing material guidance to ensure it is at effective sanitizing strength, and to protect surfaces.
- Between seatings, clean and sanitize table condiments, digital-ordering devices, check presenters, self-service areas, tabletops, and common-touch areas.
- Avoid all food contact surfaces when using disinfectants.
- Discard all single-use items. Consider using rolled silverware and eliminating table presets.
- Remove lemons and unwrapped straws from self-service drink stations.
- Clean and sanitize reusable menus. If you use paper menus (recommended), discard them after each customer use.
- Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house.
- Check restrooms regularly, and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.

Specific Standards: Employee Health Monitoring and Personal Hygiene

It is important to do a pre-check to make sure employees are healthy as they report to work.

- If an employee becomes ill or presents signs of illness, identify the signs during a pre-work screening and send them home. Follow your business's established policies on when the ill employee can return to work. At a minimum, follow CDC guidelines.
- The CDC has not mandated taking an employee’s temperature. Any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures.
- Train all employees on the importance of frequent hand washing, use of hand sanitizers with at least 60% alcohol content, and give clear instruction to avoid touching hands to face.

Specific Standards: Social Distancing

Guests as well as employees should maintain proper distance.

- Post signage at the entrance stating no one with a fever or symptoms of COVID-19 can enter the restaurant.
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups.
- Design a process so guests stay separated while waiting for seating. Don’t allow them to congregate in waiting or bar areas. This process can include floor markings, outdoor distancing, waiting in cars, etc.
- Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local or county government.
Food Service

Physical barriers are acceptable where practical, especially in booth seating.

- Consider a phone, app or text-based reservations-only or call-ahead-seating business model to better space diners. Ensure customers wait outside until tables are ready.
- Social distancing measures based on square footage should take into account service and guest areas.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Limit contact between wait staff and guests.
- If practical, physical barriers such as partitions or plexiglas at registers are recommended.
- Use technology where possible to reduce person-to-person interaction, including mobile ordering, menu tablets, texts on arrival for seating, and contactless payment.
- Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Consider an exit from the facility separate from the entrance.

Pick-Up and Delivery

- Establish designated pick-up zones for customers, including curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks
- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food before transport
- Encourage customers to use no-touch deliveries
- Notify customers as the delivery is arriving by text message or phone call

Social Distancing

It is recommended that in order to achieve social distancing, you should reduce the indoor occupancy by 50% of your allowable occupancy to ensure that tables or seats or at least six feet apart (with no more than six (6) to a table). This also includes any permitted outdoor dining area. However, if your establishment has booths which cannot be moved, an alternative is to install a 24-inch-tall barrier between booths to maintain social distancing.

24” inch-tall barrier attached to booths maintains social distancing without losing booth space. This can be made of plastic, Plexiglass, etc. as long as it is solid and extends from the wall to the edge of the booth. In such circumstance where this is used, increase the ventilation/air movement of the establishment.
The purpose of this tool is to assist businesses in the food service industry, such as restaurants and bars, in making (re)opening decisions during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

### Should you consider opening?
- Will reopening be consistent with applicable state and local orders?
- Are you ready to protect employees at higher risk for severe illness?

### Are recommended health and safety actions in place?
- Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- Intensify cleaning, sanitization, disinfection, and ventilation
  - Encourage social distancing and enhance spacing at establishments including by encouraging drive-through, delivery, curb-side pick up, spacing of tables/stools, limiting party sizes and occupancy, avoiding self-serve stations, restricting employee shared spaces, rotating or staggering shifts, if feasible
- Train all employees on health and safety protocols

### Is ongoing monitoring in place?
- Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible
- Encourage anyone who is sick to stay home
- Plan for if an employee gets sick
- Regularly communicate and monitor developments with local authorities and employees
- Monitor employee absences and have flexible leave policies and practices
- Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

### RESTAURANTS AND BARS DURING THE COVID-19 PANDEMIC

<table>
<thead>
<tr>
<th>Should you consider opening?</th>
<th>Are recommended health and safety actions in place?</th>
<th>Is ongoing monitoring in place?</th>
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<tbody>
<tr>
<td>✓ Will reopening be consistent with applicable state and local orders?</td>
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<td>✓ Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible</td>
</tr>
<tr>
<td>✓ Are you ready to protect employees at higher risk for severe illness?</td>
<td>✓ Intensify cleaning, sanitization, disinfection, and ventilation</td>
<td>✓ Encourage anyone who is sick to stay home</td>
</tr>
</tbody>
</table>

**ALL YES** ➔ **OPEN AND MONITOR**

**ANY NO** ➔ **DO NOT OPEN**

**MEET SAFEGUARDS FIRST**

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### Additional Food Service Resources

You are highly recommended to seek additional guidance regarding your food service establishment. If you are a franchise or corporate establishment, please consult with the applicable entity about additional guidance or practices suited to your specific situation.

- California Department of Public Health: [www.cdph.ca.gov](http://www.cdph.ca.gov)
- National Restaurant Association: [restaurant.org/Covid19](http://restaurant.org/Covid19)
- Orange County Health Care Agency: [www.ochealthinfo.com](http://www.ochealthinfo.com)
- Centers for Disease Control and Prevention (CDC): [www.cdc.gov](http://www.cdc.gov)
- U.S. Food and Drug Administration (FDA): [www.fda.gov](http://www.fda.gov)
General Guidelines for All Industries and Facilities

Employee and Customer Protection

• Employees should wear PPE when possible.
• Customers should consider using face coverings while in public.

• Practice sensible social distancing, maintaining six feet between co-workers.
• All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
• The number of people inside the store will be limited to 50% of fire marshal capacity or 8 people per 1,000 square feet.
• When possible, open all non-essential doors to reduce the need for direct contact.
• Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.

• Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
• A sign will be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
• Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
• Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the California Department of Public Health.
• Encourage workers to report any safety and health concerns to the employer.

• Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
• Train workers in proper hygiene practices.
• Sanitize any high-traffic areas, such as doorknobs, counters, etc.
• Customers will be required to use hand sanitizer upon entering the store.

• Limit cash handling.
• Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
• Sanitize point of sale equipment after each use, including pens.
• Provide hand sanitizer and disinfectant wipes at register locations.
Communicating With Your Team

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team’s health is of the upmost importance, so loop employees in on your COVID-19 strategy for reopening.

- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.
- Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.
- Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.
- Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.
- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.
- Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.
- The outbreak of COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider or local helpline.
Prepare Your Space

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.

Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

Your business should be 100% disinfected prior to anyone returning to work (other than those assisting with the disinfection process).

Deep Cleaning

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
- Proper equipment and PPE to perform the task
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
- Use of approved COVID-19 disinfectant chemicals to perform this activity
Cleaning and Disinfecting After Opening

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use
  
  **Water-diluted household bleach solutions may also be used if appropriate for the surface.**
- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer’s instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.
  
  **Alcohol solutions with at least 70% alcohol may also be used.**

Soft Surfaces

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn’t possible.

Electronics

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
  
  ★ If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

Laundry

For clothing, towels, linens and other items:

- Launder items according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people’s items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.
Child and Day Care Facilities

Child and Day Care Facilities

The purpose of this tool is to assist directors and administrators in making (re)opening decisions regarding child care programs during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

Should you consider opening?

- Will reopening be consistent with applicable state and local orders?
- Are you ready to protect children and employees at higher risk for severe illness?
- Are you able to screen children and employees upon arrival for symptoms and history of exposure?

Do not open

Are recommended health and safety actions in place?

- Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- Intensify cleaning, sanitation, and ventilation
- Encourage social distancing throughout increased spacing, small groups, and limited mixing between groups, if feasible
- For family child care, monitor distance between children not playing together and maintain distance between children during nap time
- Adjust activities and procedures to limit sharing of items such as toys, belongings, supplies, and equipment
- Train all employees on health and safety protocols

Are ongoing monitoring in place?

- Develop and implement procedures to check for signs and symptoms of children and employees daily upon arrival, as feasible
- If feasible, implement enhanced screening for children and employees who have recently been present in areas of high transmission, including temperature checks and symptom monitoring
- Encourage anyone who is sick to stay home
- Plan for if children or employees get sick
- Regularly communicate and monitor developments with local authorities, employees, and families regarding cases, exposures, and updates to policies and procedures
- Monitor child and employee absences and have a pool of trained substitutes and flexible leave policies and practices
- Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

Monitor and open

CDC

CDC

CDC

YOUTH PROGRAMS AND CAMPS DURING THE COVID-19 PANDEMIC

The purpose of this tool is to assist directors or administrators in making (re)opening decisions regarding youth programs and camps during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

Should you consider opening?

- Will reopening be consistent with applicable state and local orders?
- Are you ready to protect children and employees at higher risk for severe illness?
- Are you able to screen children and employees upon arrival for symptoms and history of exposure?

Do not open

Are recommended health and safety actions in place?

- Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- Intensify cleaning, disinfection, and ventilation
- Encourage social distancing through increased spacing, small groups, and limited mixing between groups, and staggered scheduling, arrival, and drop off, if feasible
- Where feasible, adjust activities and procedures to limit sharing of items such as toys, belongings, supplies, and equipment
- Train all employees on health and safety protocols

Are ongoing monitoring in place?

- Develop and implement procedures to check for signs and symptoms of children and employees daily upon arrival, as feasible
- If feasible, implement enhanced screening for children and employees who have recently been present in areas of high transmission, including temperature checks and symptom monitoring
- Encourage anyone who is sick to stay home
- Plan for if children or employees get sick
- Regularly communicate and monitor developments with local authorities, employees, and families regarding cases, exposures, and updates to policies and procedures
- Monitor child and employee absences and have a pool of trained substitutes and flexible leave policies and practices
- Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

Monitor and open

CDC

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Child and Day Care Facilities

This section includes family childcare programs, also known as home-based childcare, Pre-K programs at private and public schools, Head Start and Early Head Start programs. This also includes private child care centers, temporary child care centers operated by municipalities for the children of essential service providers, such as first responders, healthcare workers, transit workers, and other industries where a parent cannot stay home and child care centers that partner with healthcare facilities to support healthcare workers in need of child care.

Average Level of Customer Interaction
Work requires direct physical contact with children.

Employee & Customer Protection Requirements

- When feasible, staff members and older children should wear face coverings within the facility. Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Persons who have a fever of 100.4°F (38.0°C) or above or other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick. Screen children upon arrival, if possible.
- Encourage workers to report any safety and health concerns to the employer.
- Facilities should develop a schedule for cleaning and disinfecting.
- Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.
- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.
- If possible, provide EPA-registered disposable wipes to childcare providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.
- All cleaning materials should be kept secure and out of reach of children.
- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.
- Toys that cannot be cleaned and sanitized should not be used.
- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
Child and Day Care Facilities

- Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.
- Bedding that touches a child's skin should be cleaned weekly or before use by another child.
- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
- Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
- Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter.
- If possible, childcare classes should include the same group each day, and the same childcare providers should remain with the same group each day.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Limit the mixing of children, staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- If possible, arrange for administrative staff to telework from their homes.
- Classes should be limited to 11 children per room, as per CDC recommendations.
- It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when washing, feeding, or holding very young children: Childcare providers can protect themselves by wearing an over-large button-down, long sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
- Childcare providers should wash their hands, neck, and anywhere touched by a child’s secretions.
- Childcare providers should change the child’s clothes if secretions are on the child’s clothes. They should change the button-down shirt, if there are secretions on it, and wash their hands again.
- Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
- Childcare providers should wash their hands before and after handling infant bottles prepared at home or prepared in the facility. Bottles, bottle caps, nipples, and other equipment used for bottle-feeding should be thoroughly cleaned after each use by washing in a dishwasher or by washing with a bottlebrush, soap, and water.
• If a cafeteria or group dining room is typically used, serve meals in classrooms instead. If meals are typically served family-style, plate each child’s meal to serve it so that multiple children are not using the same serving utensils.
• Food preparation should not be done by the same staff who diaper children.
• Sinks used for food preparation should not be used for any other purposes.
• Caregivers should ensure children wash hands prior to and immediately after eating.
• Caregivers should wash their hands before preparing food and after helping children to eat.
• When diapering a child, wash your hands and wash the child’s hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:
  ✓ Prepare (includes putting on gloves)
  ✓ Clean the child
  ✓ Remove trash (soiled diaper and wipes)
  ✓ Replace diaper
  ✓ Wash child’s hands
  ✓ Clean up diapering station
  ✓ Wash hands
• After diapering, wash your hands (even if you were wearing gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

Child Health Screening Options

OPTION 1: Reliance on Social Distancing

Ask parents/guardians to take their child’s temperature either before coming to the facility or upon arrival at the facility.

Upon their arrival, stand at least 6 feet away from the parent/guardian and child. Ask the parent/guardian to confirm that the child does not have a fever, shortness of breath, or a cough.

Conduct a visual inspection of the child for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), or fatigue.
OPTION 2: Reliance on Barrier/Partition Controls

Stand behind a physical barrier, such as a glass or plastic window or partition that can serve to protect the staff member's face and mucous membranes from respiratory droplets that may be produced if the child being screened sneezes, coughs, or talks.

Conduct a visual inspection of the child for signs of illness which could include flushed cheeks, rapid breathing or difficult breathing (without recent physical activity), or fatigue.

In order to perform a temperature check, wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check.

OPTION 3: Reliance on Personal Protective Equipment

If social distancing or barrier/partition controls cannot be implemented during screening, personal protective equipment (PPE) should be used. However, reliance on PPE alone is a less effective control and more difficult to implement given PPE shortages and training requirements.

Upon arrival, wash your hands and put on a facemask, eye protection, and a single pair of disposable gloves. A gown could be considered if extensive contact with a child is anticipated. If soap and water are not available, use a hand sanitizer with at least 60% alcohol.

Conduct a visual inspection of the child for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), or fatigue.

Take the child's temperature. If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check if using a non-disposable thermometer.

After each screening, remove and discard PPE, and wash hands. If your staff does not have experience in using PPE, check to see if your facility has guidance on PPE. The procedure to take on and off PPE should be tailored to the specific type of PPE that you have available at your facility.

**Additional Childcare and Day Care Facility Resources**

- National Resource Center for Health and Safety in Child Care and Early Education: [www.nrckids.org](http://www.nrckids.org)
- Child Care Aware: [www.childcareaware.org](http://www.childcareaware.org)
Gyms and Exercise Facilities

This category includes, but is not limited to, yoga studios, martial arts facilities, large open-format gyms, class-based facilities, and smaller boutique gyms. This category does not include structured youth sports programs or classes.

Average Level of Customer Interaction

Work requires limited interaction.

Employee & Consumer Protection Requirements

• Employees and customers should be encouraged to wear PPE where applicable. Do not use PPE if it affects breathing while exercising.
• Provide a wellness questionnaire or require customers to self-screen for illness. If a customer or employee is sick or exhibiting symptoms of illness, he or she will be denied entrance or asked to leave.
• Some locations may require barriers to separate customers and/or employees.
• Stagger/spread equipment to maintain a distance of at least 6 feet between machines.
• Space between customers in food service and retail areas, as well as the front counter, will be set at the recommended 6 feet.
• Install sufficient hand sanitizing stations throughout the facility, including at all entry and exit points.
• Employees should perform regular cleaning and require customer assistance with cleaning equipment after each use; employees and members/customers should be trained in proper cleaning of equipment.
• Bathrooms should be sanitized after use; consider eliminating use of showers.
• Sanitize any high-traffic areas, such as doorknobs, counters, etc.
• No food products should be consumed on premise by employees or customers.
• No towels or mats should be provided by the gym. Customers should bring their own towels and mats. Personal mats should be cleaned and sanitized prior to entering the exercise area.
• Prevent congregation in the lobby or other waiting areas for class-based facilities.
• Limit cash handling; encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.

Additional Resources

• CDC.GOV
• CDPH.CA.GOV
Manufacturing

Average Level of Customer Interaction
Work requires some contact with employees.

Employee & Consumer Protection Requirements
- Establish an adequate supply of PPE. This includes:
  - Disposable surgical masks (1 per employee/day).
  - Nitrile gloves (2 pairs per employee/day).
  - Glasses/face-shields (1 per employee).
- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.
- Arrange staggered “day-of-return” meetings to discuss mitigation strategy.
- Limit face-to-face interaction with customers.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.
- Establish on-site health screening strategy.
- Establish on-site screening checkpoints upon entrance to facility.
- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.
- Establish an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.).
- Establish a disinfection team to clean/disinfect entire facility and create a recurring disinfection schedule.
- Establish an inbound parts/materials/packages disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices.
- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital grade disinfectant.
- When possible, allow incoming materials to remain untouched for 48 hours when received.
- Establish an internal pandemic response team who will design and implement a “return-to-work” plan.
- Assign a COVID-19 protocol coordinator and training strategy.

Additional Resources
- CDC.GOV
- CDPH.CA.GOV
Medical Services: General

This section includes medical doctor’s offices, urgent care facilities, chiropractic clinics and physical therapy offices.

Average Level of Customer Interaction
Physicians, allied health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.

Employee & Consumer Protection Requirements

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks.
- All staff will be screened for symptoms of COVID-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of COVID-19 will be referred to the appropriate healthcare facility.
- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.
- High-risk patients will use a separate entrance and exit.
- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

Additional Resources
- CAL/OSHA
- CDPH.CA.GOV
Offices/Professional Services/ Financial

This includes offices not otherwise mentioned in this booklet, such as nonprofit agencies, law firms, accounting firms, consulting firms and other offices that interact with the public.

Average Level of Customer Interaction
Work requires some contact with others.

Employee & Consumer Protection Requirements

- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick will not be permitted in the building.
- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.
- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee’s phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phone, etc. daily.
- Point of sale equipment (if applicable) will be frequently cleaned and sanitized.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be sanitized after use by client/customer.
Personal Care/Close Contact Services
Waxing Salons | Tattoo Facilities | Massage Therapy

Average Level of Customer Interaction
Work requires direct physical contact with customer.

Employee & Consumer Protection Requirements
• Use all disposable materials & supplies according to the California Department of Public Health.
• All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
• Employees should wear a disposable lab-coat or protective gown.
• Customers should wear face coverings.
• Services will be provided by appointment only -- no walk-in customers.
• No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
• Add the following questions to your consent form: Have you been exposed? Have you traveled recently? Do you have a fever?
• All equipment, chairs, and tables used by an employee shall be sanitized between clients.
• Provide hand sanitizer/sanitization wipes to customers upon arrival.
• Employees should have temperature taken upon beginning each workday.
• Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
• No books/magazines will be provided to customers.
• Only one person should be admitted to each service room at any time.
• Only one client per service provider.
• Limit the number of people in the building (only those receiving service and service providers allowed in the building).
• All tables, chairs, and service stations shall be at least 6 feet apart.
• Limit cash handling.
• Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
• Sanitize point of sale equipment after each use, including pens.

Additional Resources
• California Massage Therapy Council (CAMTC) https://www.camtc.org
• California Board of Barbering and Cosmetology: www.barbercosmo.ca.gov
Personal Care/Close Contact Services
Barber Shops | Hair Salons

Average Level of Customer Interaction
Work requires direct physical contact with customer.

Employee & Consumer Protection Requirements
• Use all disposable materials & supplies according to the California Board of Barbering and Cosmetology.
• All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
• Customers should wear face coverings.

• Services will be provided by appointment only -- no walk-in customers.
• No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
• Services will be limited to haircuts and neck shaves only at barber shops.

• All equipment, chairs, and tables used by an employee shall be sanitized between clients.
• All hair washing stations should be sanitized between clients.
• Customers will be required to sanitize their hands upon entering the building and before each treatment.
• Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
• No employees with COVID-19 symptoms will provide services to clients.
• No books/magazines will be provided to customers.

• All chairs and work stations shall be a minimum of 6 feet apart.
• Only one client per service provider at any given time.
• Limit the number of people in the building (only those receiving service and service providers allowed in the building).

• Limit cash handling.
• Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
• Sanitize point of sale equipment after each use, including pens.

Additional Resources
California Board of Barbering and Cosmetology: www.barbercosmo.ca.gov
Personal Care/Close Contact Services
Nail Salons

Average Level of Customer Interaction
Work requires direct physical contact with customer.

Employee & Consumer Protection Requirements

- Any tools designed for one-time use will be discarded after use.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Customers should wear face coverings.
- No technician who has a fever or exhibits symptoms of COVID-19 will provide services to customers. The temperature of each technician will be checked before the technician meets with the first customer of the day.

- Services will be provided by appointment only -- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.

- All equipment, chairs, and tables used by an employee shall be sanitized between clients.
- Customers will be required to sanitize their hands upon entering the building and before each treatment.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.

- Stations will be separated by at least 6 feet from other stations.
- Only one client per service provider at any given time.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building) along with a receptionist/front counter person

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Sanitize point of sale equipment after each use, including pens.
Personal Care/Close Contact Services
Tanning Salons

Average Level of Customer Interaction
Very minimal customer interaction.

Employee & Consumer Protection Requirements
- Avoid using other employee’s phones, desks, keyboards, etc. and disinfect them before and after each use.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees who display symptoms of COVID-19 will be sent home.
- Services will be provided by appointment only -- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.
- No employees with COVID-19 symptoms will provide services to clients.
- Provide workers and customers with tissues and trash receptacles.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines will be provided to customers.
- Sanitize all tanning equipment and client contact surfaces between customers.
- Use laundry machines according to the manufacturer’s instructions. Use warmest appropriate water settings and dry items completely.
- Clearly mark 6 feet distances in lines at cash registers and in other high-traffic areas.
- All customer areas shall be at least 6 feet apart.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Sanitize point of sale equipment after each use, including pens.

Additional Resources
California Board of Barbering and Cosmetology: www.barbercosmo.ca.gov