

Reopening Protocol for Retail Establishments: Appendix A

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain retail businesses to safely reopen. The requirements below are specific to retail establishments permitted to reopen for curbside pick-up by the Order of the State Public Health Officer on May 7, 2020. In addition to the condition imposed on these specific retail businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Retail Establishments Opening for Curbside Pickup. Included in this list of businesses are: florists and toy, book, clothing, music and sporting goods stores.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Date Posted:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- All employees have been told not to come to work if sick and to follow DPH guidance for self-isolation if applicable.
- In the event of a known case among employees, this establishment provides or makes arrangements for testing all employees that have had a possible exposure.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a verbal check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. A temperature check should also be done if feasible.
- All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others, Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- Employees are instructed to wash their face coverings daily.
- All workstations are separated by at least six feet.
- Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Distribution area _____
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms to assure that masks are work consistently and correctly.
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Employees are allowed frequent breaks to wash their hands.
- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- A staff person, wearing a cloth face cover is posted near the door but at least 6 feet from the nearest customers to direct customers to line up six feet apart and in the correct line.
- Staff people, wearing face coverings and gloves, are positioned 6 feet from each other and from customers to deliver orders to customers. Bins should be used to pass appropriately packaged ordered merchandise to customers to avoid personal contact between employees and customers.
- If the site entry space permits, customers are directed to one of two lines at the door: one for pickup of preordered items, and one for on-site orders.
- Tape or other markings identify both a starting place for customers arriving for pick-up and 6-foot intervals for subsequent customers who are joining the line.
- If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer within 15 minutes of the on-site order. Customers waiting for items may not congregate at the business. They should either remain in their car or return in 15 minutes to obtain their order.
- Customers may not enter the store for any reason. Employee restrooms are not available for customer use.
 - Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in the pickup and payment area. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
 - Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.

C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Common areas and frequently touched objects in the customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- Customers are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- Purchases are given to customers in sealed packages or bags with receipt attached.
- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.

- All payment portals, pens, and styluses are disinfected after each use by a different person.
 - Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):
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D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.
- The menu of items available to purchase is readily available to customers planning to purchase on-site as they arrive.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

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

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone number: _____

Date Last Revised: _____

洛縣公共衛生局關於 零售場所重新開放協議：附錄 A

洛杉磯縣公共衛生局基於科學和公共衛生專業知識，採取分階段方案，安全重啟低風險零售行業。依照國家公共衛生官員在 05/07/2020 發出的命令，以下要求專門針對被允許以路邊取貨形式重啟的零售場所。除了遵守州長提出的零售場所重啟條件外，這些類型的行業還必須符合本「開放路邊取貨零售場所清單」中列出的規定。此清單中包括以下行業：花店和玩具店、書店、服裝店、音樂和體育用品商店。

請注意：本文檔可能會隨著其他資訊和資源的更新而更新，因此請務必定期查看 LA County 網站是否有本文檔的任何更新。

安全重啟規定清單：

- (1) 工作場所保障員工安全和健康的制度和行為準則
- (2) 確保物理距離的措施
- (3) 控制感染的措施
- (4) 員工和公眾溝通的措施
- (5) 確保平等獲得關鍵服務的措施

在您的企業制定任何重新營業協議時，必須解決這五個關鍵問題。

本指南涵蓋的所有企業必須執行下面列出的所有適用措施，並準備解釋未實施的任何措施為什麼不適用於該企業。

公司名稱：

公司地址：

發布日期：

A. 工作場所保障員工安全和健康的制度和行為準則（請選中所有適用的內容）

- 在工作任務可以在家完成的條件下，雇主有指示員工可以在家工作。
- 為高風險員工（65 歲以上、患有慢性病的員工）分配了可以在家完成的工作。
- 重新配置工作流程，以增加員工在家工作的機會。
- 已告知所有員工生病時不要上班，並酌情遵循公共衛生局的指導進行自我隔離。
- 如果員工中有已知病例，該機構將為所有可能接觸過的員工提供或安排測試。
- 在員工進入工作區域之前進行癥狀檢查。檢查必須包括關於咳嗽、呼吸急促或發燒以及員工可能遇到的任何其他癥狀進行詢問。如果可能，還應進行體溫測試。
- 工作期間只要與公眾或其他員工接觸，所有員工均可免費獲得布面罩。當員工在工作日接觸或可能與他人接觸時，應始終佩戴該面罩。當員工獨自一人在私人辦公室或帶圍牆的小隔間中時，員工無需佩戴面罩。
- 指導員工每天清洗布面罩。
- 所有工作點至少相距六英尺。
- 分發區域（用於路邊取貨）、休息室、洗手間和其他公共區域應按以下時間表進行定期消毒：
 - 分發區域 _____
 - 休息室 _____
 - 洗手間 _____
 - 其他公共區域 _____
- 錯開休息時間，以確保員工之間始終可以保持六英尺的距離。
- 除規定的休息室外，員工禁止在工作場所內的任何地方進食或喝水，以確保他們始終如一正確佩戴著口罩。
- 員工可以在以下位置使用消毒劑和相關用品： _____
- 員工可以在以下位置使用針對 COVID-19 的洗手液： _____
- 允許員工經常休息洗手。
- 該協議的副本已分發給每位員工。
- 每個員工都被分配好了自己的工具、設備和規定的工作區域；最小化或消除任何多人共用的物品。
- 除與僱傭條款有關的政策外，本清單中描述的所有政策均適用於送貨人員和可能作為第三方在公司內工作的任何其他公司。
- 可選-描述其他措施：

B. 確保物理距離的措施

- 一名帶著面罩的工作人員站在門口附近，但要離最近的顧客至少六英尺遠，以指示顧客保持六英尺的間隔和按照正確的路線排隊。
- 戴著口罩和手套的員工彼此之間以及與顧客之間保持六英尺的距離，以向顧客交付訂單。應使用箱子將包裝正確的訂購商品傳遞給客戶，以避免員工與客戶之間的肢體接觸。
- 如果現場進入空間允許，則將客戶定向到門口的兩條不同的排隊路線：一條用於領取訂購商品，另一條用於現場訂購。
- 用膠帶或其他方式，指示顧客領取訂購商品的起始位置，以及標識好排隊客戶之間的六英尺間隔距離。
- 如果企業有能力並選擇提供現場訂購，則應向客戶提供導購指南（張貼或一次性使用的菜單），以簡化訂購過程，並且訂購的商品應該在現場訂購的 15 分鐘內被做好、包裝好然後讓客戶取貨。等待領貨的客戶最好不要聚集在經營場所內。他們應該留在車內等待或在 15 分鐘內返回來取貨。
- 客戶不得出於任何原因進入商店。員工洗手間不可供客戶使用。
- 告知員工在取貨和付款區域與客戶以及彼此之間保持至少六英尺的距離。必要時員工可能會暫時靠近以接受付款、交付商品或提供其他必要的服務。
- 員工工作點至少相距六英尺，公共區域配置須限制員工聚集，以確保至少六英尺的物理距離。

C. 控制感染的措施

- 中央空調系統工作正常。在最大可能的程度上增加通風。
- 非接觸式支付系統到位；如果不可行，則定期清理支付系統。描述：_____
- 在工作時間內每小時使用 EPA 批准的消毒劑對客戶取貨和付款的公共區域和經常接觸的物品（例如桌子、門把手、信用卡讀卡器）進行消毒。
- 每天至少清潔一次工作區域和整個公司，應更加頻繁地清潔洗手間和經常接觸的區域/物體。
- 告知顧客必須戴好布面罩才能享受服務。這適用於所有成年人和 2 歲以上的兒童。只有患有慢性呼吸道疾病或使用面罩有危險的其他個人才能免除此要求。
- 帶著孩子到達現場的顧客必須確保他們的孩子與父母待在一起，避免觸摸任何其他人或不屬於他們的任何物品，並且在年齡允許的情況下佩戴口罩。
- 購買的商品以密封包裝或袋裝的形式提供給客戶，並附有收據。
- 在商店入口處或附近向公眾提供洗手液、紙巾和垃圾桶。
- 支付工具、筆和觸控筆在每次使用後都需要消毒。

- 可選-描述其他措施（例如設置專門為老年人提供服務的時間，激勵非高峰銷售）：

D. 員工和公眾溝通的措施

- 在經營場所的所有公共入口張貼本協議的副本。
- 在入口處和/或客戶排隊處用標牌告知客戶有關預購和預付款的選擇和優勢。
- 在經營場所現場提供給前來的顧客戶隨時可以使用的選購商品清單。
- 企業的在線商店（網站、社交媒體等）提供有關營業時間、要求使用的面部遮罩、有關預購、預付款、提貨和/或送貨的政策以及其它相關問題的清晰信息。

E. 確保平等獲得關鍵服務的措施

- 優先處理對客戶來說至關重要的服務。
- 可以遠程提供的交易或服務在線可用。
- 採取措施以確保行動不便和/或在公共場所中處於高風險中的客戶獲得商品和服務。

以上未包含的任何其他措施应在单独的页面上列出，企业应将其附加到此文档中。

如果您对此协议由任何疑问或意见，可以与以下人员联系：

業務聯繫人姓名：

電話號碼：

最後修改日期：