

Protocols for Retail Establishments Opening for Curbside Pickup: Appendix B

Recent updates

5/22/20: Updated to include guidance for curbside pick-up from lower-risk retailers located within shopping malls.

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 conditions imposed on these specific retail businesses by the Governor, these types of businesses must also be in compliance with the conditions listed in this Checklist for Retail Establishments Opening for Curbside Pickup.

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.
- All employees have been told not to come to work if sick and to follow DPH guidance for self-isolation if applicable.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite 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. This requirement is also applicable to retailers, located within an indoor mall or shopping center, who set up a designated site outside the mall or shopping center, to offer on-site ordering from walk-up customers.
- If the establishment is a store operating within an indoor mall, the establishment should set pick-up times for items so that employees are able to bring pre-ordered items to customers at a designated site or sites outside the mall. Pick-up sites should be clearly marked and customers should be encouraged to pre-pay for their orders. On arrival, customers should notify the employees that they have arrived for pick-up and should remain in their car. An employee, wearing a cloth face covering should bring the customer's order to the designated pick-up site in a container (e.g., a bin, shopping cart, or other container) and place it directly in the customer's trunk.
- 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.
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**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:** _____