

ROADMAP TO REOPENING RANCHO PALOS VERDES

The City of Rancho Palos Verdes recognizes the health and well-being of our residents, employees, and businesses as a top priority, and is committed to keeping them safe. This roadmap consists of guidelines designed to provide a managed and responsible reopening of the City, and may be amended at any time. The roadmap offers a measured approach to restart the City based on gradual phases of reopening in the following areas:

1. City-owned Building and Facilities
2. City Parks and the Palos Verdes Nature Preserve
3. Local Businesses

To ensure the health and safety of the community, at a minimum, the following safeguards, as recommended by the Centers for Disease Control (CDC) and the Los Angeles County Department of Health, will apply in all phased openings.

PROMOTE HEALTHY HYGIENE PRACTICES THROUGHOUT RANCHO PALOS VERDES

- If you are not feeling well, stay home and do not come out in public until you feel well. If experiencing trouble breathing, contact a doctor or health care professional immediately for further advice.
- Provide sanitizing stations
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Cover coughs and sneezes.
- Use paper towels when touching hard surfaces including door handles, light switches, kitchen appliances, handrails, etc.
- Wash or sanitize your hands upon entering a building.
- City facilities and businesses within the City should post signs in common and public areas reminding employees and the public on how to [stop the spread](#) of COVID-19, [properly wash hands](#), [promote everyday protective measures](#), and [properly wear a face covering](#).

CITY-OWNED BUILDINGS AND FACILITIES

PHASE 1: As of **May 18**, City Hall and certain City buildings shall reopen to the public continuing with the following safeguards:

City Employees

- Encourage telework for as many employees as practical and possible.
- Rotate or stagger shifts to limit the number of employees in the workplace at the same time to facilitate social distancing within enclosed buildings and spaces.
- Vulnerable workers (i.e. 65 years or older or underlying health conditions) are recommended to continue telecommuting.
- Enable a minimum of 6-foot distancing between individuals consistent with physical constraints.
- All employees that have physical interaction with others while at work are required to wear a cloth face covering.
- Install physical barriers, such as sneeze guards, at all public counters.
- Change workspace layouts to facilitate all individuals are able to maintain 6-foot distancing.
- Minimize the use of communal spaces, such as break rooms and kitchens, to stagger use, and clean and disinfect such spaces in between uses.
- Clean, sanitize, and disinfect frequently bathrooms.
- Clean, sanitize, and disinfect frequently touched surfaces at least daily and shared objects between use.
- Avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected.
- Increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods.
- Private office doors should remain closed when occupied to provide enhanced protection from others at the office.
- Conduct in-person meetings with video- or tele-conference calls whenever possible.
- Cancel all non-essential travel.
- Cancel all group events, gatherings, or meetings of more than 10 people.
- Restrict any nonessential visitors, volunteers, and activities involving external groups or organizations.
- Limit any sharing of foods, tools, equipment, or supplies.
- Maintain continued communication with State and local authorities to monitor current mitigation levels in the greater Los Angeles County.
- Designate Human Resources to be responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them.
- Create and test communication systems for employees for self-reporting and notification of exposures and closures.
- If an employee becomes sick:

- Employees with symptoms (fever, cough, or shortness of breath) at work should immediately be segregated and then sent home. City Manager, Department Head, and Human Resources must be notified immediately.
- Ensure anyone sick is safely transported to their home or to a healthcare facility.
- Close areas used by a sick person until after cleaning and disinfection. Wait 24 hours to [clean and disinfect](#). If it is not possible to wait 24 hours, wait as long as possible before cleaning and disinfecting. Ensure [safe and correct application](#) of disinfectants.
- Inform those who have had close contact with a person with COVID-19 to stay home and self-monitor for symptoms, and follow CDC guidance if symptoms develop.
- Requiring employees who have tested positive for COVID-19 or who are presumed to be positive to self-isolate for a period of 7 days and 3 days of being symptom-free; and require all close contacts of these individuals to self-quarantine for 14 days since their last exposure.

Public Counters

- No more than one visitor and one employee at the public counter. Public interactions shall occur as follows:
 - By appointment
 - By virtual appointment
 - Walk-ups must sign-in by phone and wait in car (no waiting in lobby)
 - Sanitizing stations to be located at each public entrance and used prior to entering building.
 - Face covering must be worn prior to entering any City building.
- Place strategic signage and floor markings in lobby areas, on walkways at public entrances and outdoor restrooms to maintain physical distancing.
- All employees that have contact during their shift(s) with the public or other employees are required to wear a cloth face covering.
- All public visitors that have contact during their visit with employees or other members of the public are required to wear a cloth face covering.
- Designate the Department Director or Deputy Director for each Department at City Hall to address noncompliant visitors respectfully and empathetically.

Public Meetings

- City Council will conduct hybrid meetings (in-person and virtual).
 - Aside from the Mayor, no more than 2 other Councilmembers are to be seated at the dais and may rotate on a meeting-to-meeting basis.
 - The City Manager and City Clerk, and any other essential staff may be asked to participate in-person provided a 6-foot distancing is maintained. All other staff will be asked to participate virtually or excused from participating.

- Members of the public attending in-person must maintain a 6-foot distance between seats. Face covering are to be worn at all times during the meeting until invited to speak.
- Ensure that ventilation system at Hesse Park operates properly.
- Planning Commission, Committee and Advisory Boards continue to be conducted as virtual meetings.
- Business meetings with the public continue to be conducted as virtual meetings.

PHASE 2 (some relaxation of Phase 1 protocols): To be determined, City Hall and City Facility operations serving the public shall be expanded with the following safeguards:

Staffing

- Reduce telecommuting to only vulnerable employees (i.e. 65 years or older or underlying health conditions)
- Consider resuming non-essential travel in accordance with state and local regulations and guidelines
- Cancel all group events, gatherings, or meetings of more than 50 people and any events where social distancing of at least 6 feet cannot be maintained between participants
- Restrictions on the employee's use of common areas relaxed

Public Counter

- Public counter interactions relaxed but occurs as follows:
 - By appointment (encouraged)
 - Walk-ups must sign-in by phone and wait in car (limited waiting in lobby with physical distancing)
 - Sanitizing stations to be located at each public entrance and used prior to entering the building

Meetings

- Hybrid in person and virtual meetings for the City Council and Planning Commission.
- Continue virtual meetings for all Committee and Advisory Boards.

PHASE 3 (relaxation of Phases 1 and 2 protocols): To be determined, City Hall and City Facilities resume normal operations.

TEMPORARY RE-CLOSURE:

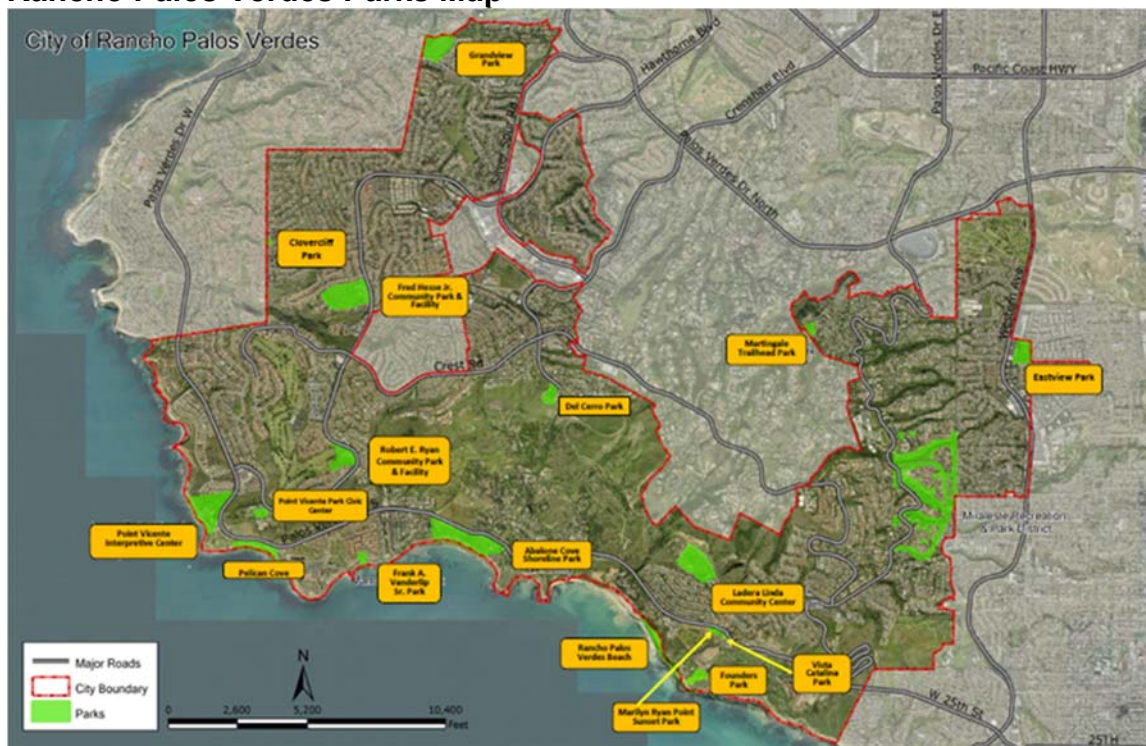
For all phases, the City will be prepared to close for a few days if there is a case of COVID-19 in the workplace or for longer if cases increase in the local area. Monitor State and local health department daily notices about transmission in the area and adjust operations accordingly.

PARKS AND PALOS VERDES NATURE PRESERVE

RECREATION AND PARKS STAGE 1: Effective now, the following neighborhood park turf areas, pathways, and common spaces are reopened to the public (see map below):

- Hesse Park
- Ryan Park
- Upper Point Vicente
- Vanderlip Park
- Ladera Linda
- Eastview Park

Rancho Palos Verdes Parks Map



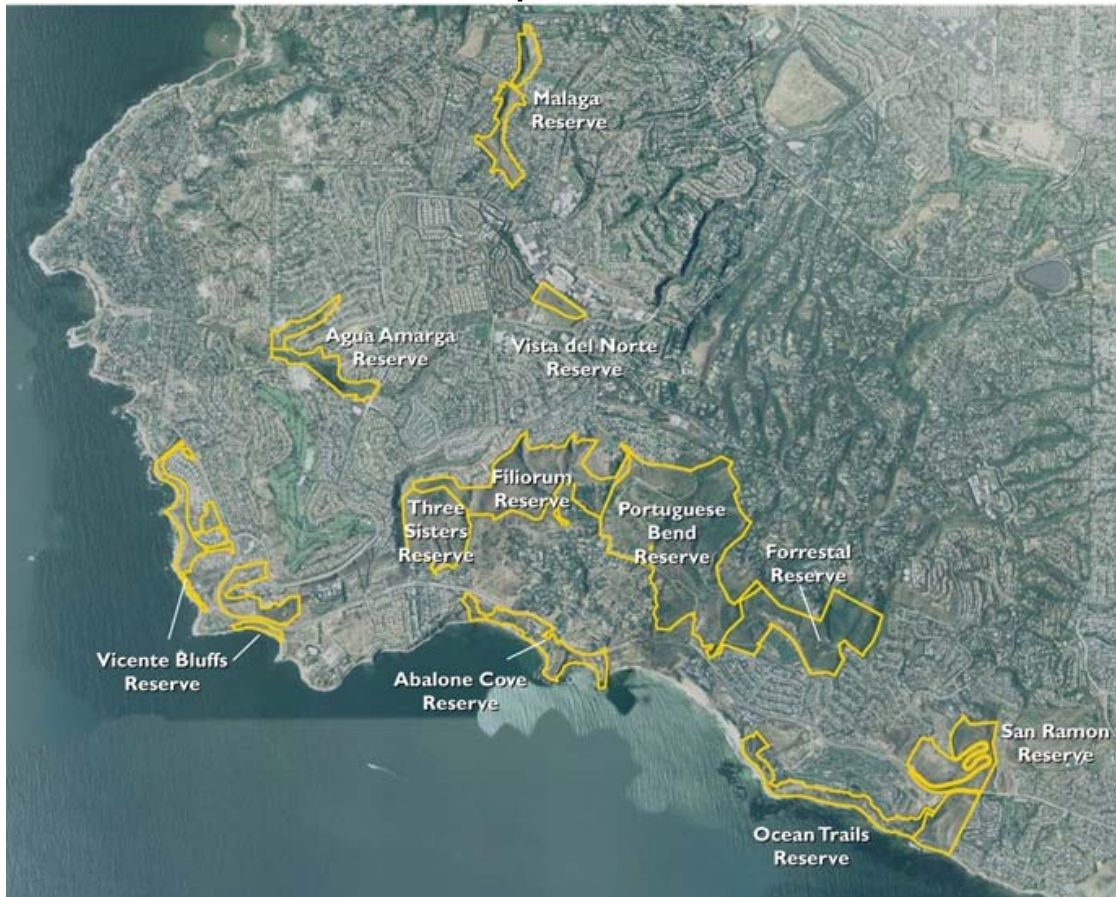
During this stage, a managed full reopening will occur over a few weeks to allow the community access to neighborhood parks consisting of:

- Park turf areas and pathways
- Some exterior restrooms with increased sanitizing and cleaning

- Parking lots

RECREATION AND PARKS STAGE 2: During the week of May 11, and in coordination with the opening of Los Angeles County recreational facilities including beaches, the majority of amenities (including certain Reserves within the Palos Verdes Nature Preserve) west and south of Palos Verdes Drive South will be opened in a tiered approach to distribute the public over a larger area rather than opening each amenity individually at different times (see map below). This staggered approach includes parking lots that will minimize impacts and overflow into the residential neighborhoods.

Palos Verdes Nature Preserve Map



On-going tiered steps involved for each amenity (north to south) prior to opening:

Vicente Bluffs Reserve, Point Vicente Interpretive Center (PVIC), Pelican Cove:

1. Inspect trails for safety, repair as needed.
2. Open parking lots at PVIC, Vicente Bluffs, turn-outs and trails.
3. Coordinate with the Terranea regarding Pelican Cove and Coastal Trails. Ramp up staffing.

4. Open trails to beach only if Los Angeles County Beaches are opened.
5. Open exterior restrooms. Increase sanitation schedule.
6. Open Interpretive Center with physical distancing safeguards. Ramp up staffing and resume full operations.
7. Post advisory signs.

Abalone Cove Park/Reserve:

1. Analyze possible one-way loop trails down to the beach and parking lot to reduce two-way traffic and maintain physical distancing.
2. Inspect trails for safety, repair as needed.
3. Secure secondary trails off the loop trail.
4. Open trails to beach only if Los Angeles County Beaches are opened.
5. Coordinate with the Los Angeles County Lifeguards and Palos Verdes Peninsula Land Conservancy (PVPLC). Ramp up staffing.
6. Reopen and control parking lot based on capacity (begin charging for parking).
7. Open restrooms. Increase sanitation schedule.
8. Inspect secondary trails and repair as needed.
9. Resume full operations.
10. Post advisory signs.

Archery Range to Ocean Trails Reserve:

1. Inspect trails for safety, repair as needed.
2. Open trails to beach only if Los Angeles County Beaches are opened.
3. Coordinate with Trump National regarding Founders Park, Marilyn Ryan Sunset Park, parking lot and trailheads.
4. Open all trails and parking lots at Founders and La Rotunda.
5. Resume full operations.
6. Post advisory signs.

The reopening of each amenity is listed below. The tiers depict the order of opening due to inspections, repairs and public safety.

STAGE TWO / COASTAL FACILITIES: (west/south of Palos Verdes Drive South)				
RESERVE	TIER 1	TIER 2	TIER 3	COMMENTS
<ul style="list-style-type: none"> • Vicente Bluffs • PVIC • Pelican Cove • Terranea 	Open all trails, open and manage parking lots.	Open PVIC restrooms.	Open PVIC building.	Coordinate with Terranea
<ul style="list-style-type: none"> • Abalone Cove Park/Preserve 	Open limited trails, open and manage	Open additional trails, open	Open all trails	Sea Dahlia, Sacred Cove and Cave Trails all

STAGE TWO / COASTAL FACILITIES: (west/south of Palos Verdes Drive South)				
RESERVE	TIER 1	TIER 2	TIER 3	COMMENTS
	parking lots (no charge).	and manage parking lots (resume charging)		remain closed due to trail damage.
<ul style="list-style-type: none"> • Archery Range • Trump National • Marilyn Ryan Sunset Park • Founders • Ocean Trails Reserve 	Open limited trails, open and manage parking lots (no charge).	Open additional trails, open and manage parking lots (resume charging)	Open all trails	Coordinate with Trump National.

RECREATION AND PARKS STAGE 3: On or around May 18 and in coordination with the full opening of Los Angeles County Beaches, the reopening of the full Palos Verdes Nature Preserve. There are many reopening factors to consider in this stage because each of these Reserves can serve a high capacity of users. Moreover, public parking and impacts to the neighboring communities need to address anticipated high volumes of visitors. Additionally, in accordance to the City Council-adopted NCCP/HCP, resource protection is paramount.

Over the last month, the City's ability to perform normal patrols throughout the Preserve to identify safety issues or problem areas has been limited. This closed period brought periods of rain, historically leading to erosion issues and overgrowth. Land movement and potential fissures may have occurred during this time, which will need to be addressed for public safety.

The overall, general steps to reopening the individual Reserves are:

1. Inspect all trails for safety and maintenance needs. Coordinate with PVPLC.
2. Repair areas identified in inspections.
3. Reopen Del Cerro Park.
4. Prioritize trail segments for gradual reopening. Analyze possible one-way trails to maintain physical distancing. Prepare/order COVID signs.
5. Continue repairs in all areas.
6. Reopen trails segments as deemed safe for the public.
7. Resume full opening and operations.

The reopening of each Reserve in this Stage is listed below and the tiers depict the order of opening due to inspections, repairs and public safety.

STAGE THREE / PALOS VERDES NATURE PRESERVE				
RESERVE	TIER 1	TIER 2	TIER 3	COMMENTS
Agua Amarga	---	Open all trails.	---	---
Alta Vicente	Open limited trails, parking open at City Hall.	Open all trails.	---	One-way loop trails identified in all tiers.
Filiorum	Open limited loop trails (all users).	Open all trails.	---	One-way loop trails identified in all tiers.
Forrestal	Open limited loop trails. Open parking at Ladera Linda.	Open all trails.	---	One-way loop trails identified in all tiers.
Portuguese Bend	Open limited trails, no street parking. Reopen Del Cerro and RRP parking.	Add additional trails, open all parking.	Open remaining trails.	One-way loop trails identified in all tiers.
San Ramon	---	Open all trails.	---	---
Three Sisters	---	Open all trails.	---	---
Vista del Norte	---	Open all trails.	---	---

Park Sites:

During this Phase 3, and consistent with the Los Angeles County Public Health Order, remaining parks and park facilities will reopen to the community based on an evaluation of usage, capacity, and available safeguards consisting of:

- Play Equipment
- Sports Courts
- Dog Parks
- Park buildings and interior restrooms with full staffing.
 - Programming, classes, rentals, and special events will resume on a case-by-case basis to be determined based on Los Angeles County orders for group gatherings.

LOCAL BUSINESSES

This portion of the City's reopening roadmap was prepared by and is the proprietary property of the Palos Verdes Peninsula Chamber of Commerce (PVP Chamber). The PVP Chamber is uniquely positioned to connect key stakeholders across the Peninsula,

particularly Rancho Palos Verdes, to solve business-related issues. The PVP Chamber provides a thoughtful balance between economics and epidemiology that can be achieved for the good of the entire community. This blueprint for the City's commercial businesses reflects the following goals envisioned by the PVP Chamber and input from their task force:

- To develop a blueprint for businesses to reopen, with sector specific best practices and resource support.
- To utilize this blueprint as the basis for advocating with the Peninsula cities for approval to reopen on an accelerated timeline.
- To provide this blueprint to all businesses on the Peninsula to utilize for both planning and implementation.

The guidelines described in this roadmap for business reopening impact everything from physical set up and workflow, to customer interaction, employee/work protocols, signage, housekeeping standards, packaging, customer policies and more. Note that employment/labor law related issues are not covered nor supported by the City, as interpretation of employment related issues is evolving rapidly with respect to the COVID-19 situation. The PVP Chamber continues to offer education programs and other resources to the business community, in a wide variety of areas, including those not specifically addressed in this Blueprint for Business.

The PVP Chamber wants to stress that this Blueprint for Business is designed as a tool for local businesses to plan and implement their reopening. To the extent that businesses can demonstrate that they have implemented thoughtful and comprehensive protocols to safeguard the public, this will make people more comfortable to venture out. That said, all businesses respect the right of those individuals who prefer to stay home to do so and the PVP Chamber encourages all businesses to continue to find ways to serve those residents who prefer to stay at home.

The City of Rancho Palos Verdes has included this blueprint in its reopening plan to provide suggested guidelines for its commercial establishments considering to reopen. The City of Rancho Palos Verdes suggests that any reopening of a business should be considered in conjunction with orders and guidelines issued by the Los Angeles County Department of Public Health.

Top Things for Businesses to Incorporate in Reopening Plans

1. **Key deterrents to spreading disease are:** hand washing, keeping hands off one's face, maintaining physical distancing as much as possible for interactions that are longer than ten minutes, face coverings – especially if physical distancing is not possible and for all customer-facing employees, and stay home if sick.
2. **Communication is KEY.** Businesses need a three-pronged communication strategy. First to your employees (expectations and rules); second to your customers (what the business is doing to keep them safe); and third to the

community at large (you're open, you're safe, and you are continuing to offer options to those who may not yet wish to come into your place of business). See #3.

3. The Peninsula has a **disproportionately high number of residents over 60 years of age**, as compared to both the region and state. Approximately 35% of our residents are over 60 years. With that in mind, we encourage all businesses to continue to maintain options to serve this demographic (or for anyone with an underlying health condition or preference not to go out in public).
4. **Supply resources for businesses.** The Chamber has identified Chamber member businesses who are ready to help you source the materials and supplies that you will need to reopen. We encourage you to support fellow local businesses and be sure to tell them that the PVP Chamber referred you! See Resource page at end of document.
5. **Start planning NOW.** Use this time to plan your reopening strategy. Contact the PVP Chamber if you need help: connect@palosverdeschamber.com or 310-377-8111.

Timeline

PHASE 1:

On May 4, the State of California announced guidelines for limited business reopening effective May 8. On May 6, the County of Los Angeles announced their similar (but not exactly matching) guidelines for reopening effective May 8. The County is expected to release on May 7 detailed directives pertaining to the May 8 reopening. The phases described below reflect the County's May 8 reopening order, followed by the PVP Chamber's recommended reopening schedule for Peninsula businesses.

Effective May 8, the following businesses are allowed to reopen, for curbside pick-up only, subject to the Los Angeles County's guidelines on physical distancing and infection control safeguards:

- Florists
- Toy Stores
- Book Stores
- Clothing Stores
- Music Stores
- Sporting Goods Stores
- Car Dealerships
- Golf Courses

The PVP Chamber recommends the following definition for curb-side pickup:

- *Drive Thru*
- *Curbside Delivery to Vehicle*
- *Walk-up "in person" or "counter service" within ten feet of storefront*

(Note that the State included some manufacturing and logistics business in their May 4 notice).

PHASE 2:

To be determined. This phase consists of “Soon” to be reopened businesses by Los Angeles County as listed below:

- Manufacturing
- Offices
- Essential Health Care
- Libraries
- Museums
- Cultural Centers

(Note that the State included shopping malls and dine-in restaurants in their “soon” list. The County’s May 6th announcement made no reference to dine-in restaurants in any of their phases. Reference: Dr. Ferrer, LA County Department of Public Health May 6 PowerPoint Presentation).

PHASE 3:

To be determined. This phase consists of “Future” to be reopened business by Los Angeles County as listed below:

- Personal care services
- Movie theaters
- Bars
- Schools

Phasing Recommendations by the PVP Chamber

The PVP Chamber is cognizant that approval for reopening various businesses lies within different governmental jurisdictions. To the extent that our local Peninsula cities are able to allow businesses to reopen, the PVP Chamber strongly advocates for the Peninsula cities to do so, in line with the principle of local control. The PVP Chamber is committed to working with Peninsula businesses and cities to make the reopening process move forward as quickly and smoothly as possible. To that point, below are recommended reopening phases proposed by the PVP Chamber:

MAY 8: Implement the County’s list of businesses allowed to reopen.

Note that the County said “no pro shops” for golf courses; however, given that they are allowing Sporting Goods Stores to open for curbside pickup, there is no reason

why a golf course's pro shop could not offer curbside pickup to golfers needing supplies or merchandise.

MAY 16: Allow all other businesses to reopen with following caveats:

Note that this is one day after the Governor's current "safe at home" order expires. Also, all protocols regarding physical distancing and infection control safeguards need to remain in place. All businesses encouraged to maintain services for those residents who prefer to stay home.

- Retail – physical stores to re-open. Limit number of customers to allow physical distancing.
- Restaurants – in room dining allowed at maximum 50% capacity. Restaurants to space tables where possible (or leave open tables). Same protocol for those restaurants or hotels with bar areas.
- Health care providers
- Offices and professional service firms, including realtors
- Theaters – maximum capacity 50%
- Museums and galleries – maximum capacity 50%
- Faith-based organizations – maximum capacity 50%
- Group classes (dance, theater, art, etc.) – maximum capacity 50%
- Personal care businesses (hair, nail, etc.) – maximum capacity 50%
- Gyms and exercise studios – maximum capacity 50%
- Private events at hotels, restaurants, golf clubs and other venues – maximum capacity 50%

June 15: All businesses listed above which were limited to 50% maximum capacity may open to 75% capacity. Outdoor public gatherings, sporting or other events, allowed, subject to physical distancing protocols.

July 15: All businesses allowed at 100% capacity. Physical distancing and infection control protocols continue to be maintained.

Overall Guidelines

These guidelines are from the Los Angeles County Department of Public Health for all businesses:

1. If an employee reports to work with symptoms (even mild), send them home immediately. Once home, consider options to telework if symptoms permit. Do not allow them to have prolonged exposure to common areas including break rooms, restrooms etc.
2. If you regularly have customers/clients, be sure to make hygiene tools accessible. This includes no-touch hand sanitizer, tissues, and trash cans. Place

signage prominently at your entrance to discourage sick customers from entering and instead encourage them to use phone or email to conduct business. If exposure to customers/clients is necessary, minimize visits to ten minutes. Once your meeting is over, wipe down touch points including door handles, chairs, tables and writing instruments your customer/client may have used. As always, wash your own hands after cleaning.

3. If an employee contacts you that they've tested positive for COVID-19 ensure they stay home and self-isolate for at least seven days since their first symptoms plus an additional three days for recovery. Recovery is defined as three days since a detectable fever and the use of fever-reducing drugs, as well as cough or other respiratory symptoms. If this employee works closely with another employee at your place of business, the other individual(s) must self-quarantine at home for fourteen days. Working closely is defined as sharing space within an area of six feet for ten or more minutes. This would include workspace, as well as common areas such as a break room or work/copy room. Remember, you cannot legally tell other employees who is sick or has tested positive.
4. If you have an employee with a suspected case of COVID-19 but they have not been able to obtain a test, treat this as a positive exposure event. Many will have cold or flu-like symptoms but will be mild enough that a COVID-19 test is not necessary. Employees with exposure to the suspected case should self-quarantine for fourteen days.
5. If a customer/client contacts you stating they have tested positive for COVID-19 since visiting your business carefully review your employee's interaction with that individual. If they had prolonged exposure as defined by being within six feet for more than ten minutes or had direct contact to the customer/client's respiratory secretions, your employee should stay home and self-quarantine for fourteen days. If none of your employees had prolonged exposure, no action is needed. If your place of business is frequented by multiple customers/clients at a time and you believe the infected customer/client could have had prolonged exposure to another customer/client, you should attempt to contact them as well.
6. Overall, minimizing prolonged exposure between any two people is the key. Remember, an area of six feet for more than ten minutes. This includes both between employees and customers/clients and between customers/clients themselves. If your place of business regularly has a queue of customers/clients, consider placing signage and floor markers to encourage spacing.

As you reopen, remember these four vital considerations:

- Ensure physical distancing as much as possible
- Ensure proper infection control
- Protect and support worker health and safety
- Communicate with your employees and customers

Guidelines by Business Sector

What follows are select guidelines on a sector-by-sector basis, where sector is defined as “businesses that operate in a similar manner.” This Blueprint for Business was prepared with input from select businesses in these sectors. Some sectors (such as grocery stores) were not included as they are already operating.

These sector-specific guidelines are not meant to be all encompassing, as some larger, multi-faceted businesses will need to develop detailed plans tailored for each area of their operation. The goal here is to provide some guidance and framework, particularly to smaller businesses, so that they have a foundation from which to build a plan that works for their business; and to suggest things to think about (like relaxing a cancellation penalty). This will help avoid the “wild west” environment that occurred in March and April for those businesses that were allowed to remain open during the “safe at home” order and were forced “to figure it out on their own.”

In all cases, the PVP Chamber encourages businesses to refer to County and City permitting requirements, Los Angeles County Department of Public Health best practices, and additional industry-specific guidance from any relevant professional association (such as the National Association of Restaurants).

Retail Stores

- Place strategic signage to discourage any sick customers/employees from entering. Offer a website or phone number to conduct business over the phone or through a contactless delivery partner if available.
- Empower your employees to report illness early and do not penalize for late sick calls.
- Ensure adequate staffing exists so that employees can take the necessary time to wash their hands, sanitize their work areas, credit card terminals, POS systems and other touch points for them and your customers.
- Suspend or modify your return to policy to prevent contact.
- Use signage to remind customers and employees that six feet separation should be maintained at all times. This could include marked spots on the floor if you frequently have a line of customers.
- If transactions are long, consider installing plexiglass screens at points of contact. This will ensure that adequate space is maintained and should an employee or customer cough or sneeze, both will be better protected.
- If possible, offer a contactless payment option and encourage the use of credit/debit cards to avoid passing bills and coins. If your store is equipped with app-based payment, offer an incentive for using your app to minimize contact. Explore options for customers to pick-up items curbside instead of entering your store.
- If you offer fitting rooms for customers, ensure your employees and customers have access to sanitizing wipes to clean touch points including door handles, hooks, chairs etc.
- Review current cleaning procedures for both daily deep cleans and periodic checks of restrooms and other high traffic areas. Make sure your employees are

properly trained and understand how to clean the store. Ensure staffing levels support deeper than usual cleaning throughout the day. If an adjustment is necessary, consider opening an hour later or closing an hour earlier to give your employees ample time to clean properly.

- Attempt to secure personal protective equipment (PPE) for your employees to wear while at work. If you cannot, consider allowing them to wear their own from home. This includes facial coverings of the nose and mouth as well as gloves. Make sure that your employees know how to properly don and remove their PPE safely.
- Prepare yourselves and your employees for difficult situations. While we've seen amazing acts of kindness during this time, stress and fear can sometimes lead people to be confrontational. Exchanges between customers as well as customers and employees may look different than you have experienced before. Consider role-playing exercises to set up your employees for success.

Restaurants

- Take this opportunity to refresh your understanding of ServSafe protocols and ensure your employees are also familiar with proper cleaning protocol.
- Focus cleaning on areas that have both customer and employee contact, but remember to always refrain from using disinfectant on food contact surfaces.
- For self-serve drink stations, remove unwrapped straws, lemons/limes and other unsealed items. Provide these items sanitarily upon request.
- Remove table salt and pepper shakers.
- Include a thorough wipe down in table-turning procedures. This is to include signage placed on tables, common use condiments, check presenters and any payment device the guest may hold in their hand.
- Evaluate if paper or re-usable menus are best for your business. If you choose paper, they should be recycled after each guest use. If re-usable ensure employees have tools to sanitize properly between use.
- Ensure restrooms are regularly inspected by management and that employees tasked with cleaning restrooms are provided with proper personal protective equipment (PPE)
- Refresh employees' understanding of personal hygiene as it relates to food service as outlined by the Los Angeles County of Public Health
- Update seating plans to ensure six foot distancing is achieved in your dining room
- Encourage guests to make reservations or call ahead to avoid crowded waiting areas. Utilize technology when possible to manage guests, including online waitlists and using text messages to notify a table is ready, instead of requiring a host to come in contact with the guest. If pagers are used, ensure proper sanitizing between each use.

- Explore contactless payment options including payment through an app or third-party delivery service. If your location allows it, offer curbside delivery to limit the number of guests inside your restaurant.
- Consider a separate entrance and exit if possible to promote quick movement of guests and employees instead of potential bottlenecks.

Personal Care Services

- When confirming an appointment and when a customer arrives, ask about their wellness.
- Have your receptionist sign in guests instead of a pen/paper sign-in system. When scheduling appointments, explore digital options instead of paper appointment cards.
- Update cancelation policy/fees if possible in the event of illness. Encourage customers to reschedule in the event they or someone in their household is sick, even if this occurs the day of an appointment.
- Remove high-touch items from your waiting area including magazines, promotional flyers, information about products/treatments.
- Regularly wipe down chairs and tables in the waiting area. Consider covering cloth chairs as they cannot be totally sanitized.
- If your location offers retail of salon products, place them behind the reception counter. Place signage asking that they ask for help if they'd like to purchase. This will minimize contact with your product.
- Ensure chairs and booths are adequately spaced maintaining a six foot distance at all times. Consider offering alternate hours to employees may help achieve this.
- Refresh all employees on proper use of personal protective gear (PPG). Make sure they know what types are to be used for what purpose and how frequently they need to be changed.
- Use extreme caution to minimize direct face-to-face contact with clients. Consider asking clients to shampoo their own hair prior to the appointment. If you choose to offer shampoo services, employees should wear a face shield and the shampoo bowl should be wrapped in plastic that is disposed between each use.
- When laundering items, ensure that hot soapy water is used. Dry items on the hottest possible setting. Once washed and dried, store laundered items in an airtight container.
- Owners/managers should provide training, educational materials, and reinforcement on proper sanitation, hand-washing, cough and sneeze etiquette, using PPE, and other protective behaviors.

Additional resource with a wealth of helpful information.

Entertainment/Theaters

- Place strategic signage and floor markings in lobby areas to promote physical distancing
- Encourage electronic ticketing if possible. If not possible, utilize barcode scanners to validate tickets. Take all steps to minimize hand to hand contact with taking tickets
- Promote social distancing by opening the house immediately. This will allow guests to move quickly through traditionally congested lobbies
- Place programs directly on seats. Programs must not be re-used during this time. Provide trash/recycling bins at each exit to allow guests to properly dispose of their own program
- Reconfigure seating charts to promote physical distancing. If guests are not in one party, ensure adequate spacing between them and the next party.
- If offering refreshments refer to local jurisdiction food service guidelines. Ensure lines are properly spaced. Consider an abbreviated offering to expedite service. Offer only pre-packaged items.
- Ensure enhanced cleaning of high-touch areas including handrails, door handles, restrooms, snack bars.
- If offering a silent auction, be sure to space items adequately and have an attendant at each item to handle clipboard and write bid information.
- Remind staff/volunteers of sick call policies/procedures. Allow for day of/late sick calls without penalty to encourage reporting of illness. If volunteers are senior citizens, consider suggesting they stay home during initial re-opening phases.
- Allow for penalty-free exchanges of tickets for initial re-opening phases. Allow guests to switch out tickets for a later date if they choose. This will promote sick individuals staying away from your venue.
- Ensure cleaning/sanitizing procedures are current and adequate. If necessary increase times between shows to properly clean the theater.

Hospitality

- Encourage self-parking of vehicles
- Place strategic signage and floor markings in lobby/registration areas to promote physical distancing
- Provide ample staffing that if a queue forms an employee can disperse the line
- Offer online pre-registration/mobile check-in options to collect the majority of guest data ahead of time. If mobile check-in isn't used, allow guests to swipe their own credit card at check-in
- Encourage use of e-mail folios/receipts for guests

- Install plexiglass dividers at front desk/bell desk/reception areas
- Provide PPE for bell and valet staff that have physical interaction with guests' belongings
- Encourage less than daily housekeeping with an incentive for guests to skip housekeeping on multi-night stays
- Remove unnecessary collateral from guestrooms. Instead offer amenity/in-room dining/area recommendations through a mobile app or website. Place a single sign in each room directing guests to the app/website for all information typically contained in guest collateral
- Ensure guest keys are sanitized between uses
- Ensure physical distancing in the common areas by spacing furniture at least six feet apart
- Regularly sanitize high-touch areas in throughout the property including: door handles, elevator buttons, handrails, front desk counters, pool gates/assist handles into the pool
- If offering in-room dining, bring the tray to the door and encourage contactless delivery to the guest
- If offering spa services, have an employee complete sign-in and instruct guest to wash hands and report any illness/fever. Stagger appointments and treatment areas to allow for physical distancing. Relax cancellation penalties to encourage ill guests from coming in
- For food and beverage outlets, re-configure dining areas and encourage reservations/call-ahead seating to prevent crowding. Consider disposable paper menus. Sanitize high-touch items including POS terminals, check presenters, menus, pens etc. Ensure items are placed on table instead of handed to guests. Use pre-wrapped flatware, straws and condiments. Suspend buffets or have employees serve guests from behind plexiglass barriers.

Professional Services/Banks

- Evaluate set-up of your workspace and adjust as necessary to adhere to six foot physical spacing guidelines
- If you have a reception/waiting area, remove magazines/pamphlets and other frequently touched items. If you offer water, use single-serve individual bottles instead of a pitcher or dispenser with cups. If you offer other beverages have an employee with clean hands prepare the item and set it down for your customer/client. Suspend any self-service beverage/snack stations
- If customers/clients sign in, have an employee process sign-ins instead of every person using the same pen/clipboard
- Stagger appointment times if applicable to prevent congestion and allow for sanitizing areas where another customer has spent time

- Use electronic documents whenever possible to limit physical exchange of paper. If paper documents are necessary, sanitize writing instruments between each use
- If your place of business has customers/clients forming a line, place signage and floor markers to promote physical distancing. For high traffic businesses, consider a limit to how many customers/clients can wait inside

Medical/Health Care

- Continue to use best practices for the medical field
- Promote physical distancing in the waiting room by spacing furniture
- Remove magazines, pamphlets and commonly touched items
- Have receptionist sign in patients so that you can remove common-use pens/clipboard
- Utilize electronic means to schedule/confirm appointments instead of physical reminder cards

Construction/Contracting

- Refresh employees on hygiene best practices
- Relax attendance policies to encourage employees to accurately and honestly report illness
- If working inside a client's home proactively contact the client to ensure the occupants are healthy. Offer an option to reschedule without penalty.
- Ask client for a designated area for employees to wash hands throughout the project
- Ask client for a designated area to dispose of trash (particularly used personal protective equipment such as gloves or masks)
- Promote electronic estimates/invoices/contracts
- Promote electronic payment options instead of a handling a client's credit card, check or cash

Real Estate

- Real Estate offices should follow the same guidelines as Professional Service Firms.
- Other "home" visits, such as for appraisals, painters, etc. will follow Construction/Contracting guidelines.

- The California Association of REALTORS has provided a comprehensive guide to safely conducting real estate activity for real estate professionals.

<https://www.carcovidupdates.org/>

- Guidelines for real estate best practices during COVID-19 may be found at

<https://www.carcovidupdates.org/best-practices-guidelines>

- Additionally, each real estate agent is encouraged to follow the guidelines provided by their employing Broker Owner.

Group Classes

- Evaluate instruction space to see what capacity you can safely accommodate considering six foot physical distancing guidelines. Perhaps offer two smaller classes instead of one larger class
- Relax cancelation policies and offer flexibility to re-schedule if an individual or their family is ill
- Encourage use of electronic payment via a website or app instead of physical credit cards, cash or checks
- Remove paper schedules, pamphlets and information sheets from waiting areas. Instead install signage directing students to a website/app/social media page for this information
- If sharing props, instruments, weights or other items ensure each is properly sanitized between each use