

Grocery Facility Protocols: Appendix L

This protocol is to be completed by grocery facilities, which include, grocery stores, convenience stores and other establishments engaged in the retail sale of canned food, dry goods, fresh fruit and vegetables, fresh meats, fish, and poultry. The requirements below apply to all grocery facilities. In addition to the conditions imposed on grocery facilities by the Governor, the grocery facility must also be in compliance with these Grocery Facility Protocols. This protocol must be implemented and posted at the facility.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 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

All businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable.

Business Name: _____

Facility Address: _____

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

- All employees have been informed not to come to work if sick and to follow Long Beach Health Officer guidance for self-isolation, when applicable.
- 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.
- 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 work day, when in contact or likely to come into contact with others. Employees do not need to wear a cloth face covering when the employee is alone in a private office or a walled cubicle. Additional face coverings must be provided as needed.
- Employees are instructed to wash their face coverings daily.
- All workstations are separated by at least six feet.

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- 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 designated break rooms/ break areas at all times.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms/ break areas.
- Disinfectant and related supplies are available to employees at the following location(s):
 - Type of sanitizer used _____
 - Concentration _____
 - Method of testing _____
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
- Employees are required and permitted adequate time to wash or sanitize their hands every 30 minutes or as needed if gloves are provided, or when changing job tasks to avoid any potential cross-contamination.
- A copy of this protocol has been distributed and training has been provided to each employee.
- 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.

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.
- Provide adequate security or staffing to implement any necessary crowd control and Physical Distancing Protocols.
- Tape or other markings identify both a starting place for customers and 6-foot intervals for subsequent customers who are joining the line.
- Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other. Employees may momentarily come closer when necessary to accept payment, deliver food, or as otherwise necessary.
- Employee workstations are separated by at least 6 feet and the common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Grocery stores that have an existing dining area may open their dining area as long as physical distance of (6) six or more feet can be met between tables.
- All tables are spaced at least six feet apart, or if un-movable, a barrier or partition that extends above the heads of the customers while seated has been added to separate the tables

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- Promote delivery and curbside pickup.
- Prioritize outdoor seating when customers are dining onsite.
- Members of the same household may dine together.
- Do not seat customers within 6 feet from employee work stations, food and drink preparation, and storage areas.
- Provide physical barriers and partitions at bars, host stands, registers, and other areas where physical distance of six feet is difficult

C. MEASURES TO ENSURE 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.
- Closely follow manufacturer's instructions when sanitizing food contact surfaces.
 - Sanitizer type _____
 - Concentration _____
 - Method of testing _____
- Require use of Face Coverings and gloves and/or frequent handwashing for employee interaction with customers, food preparation, and food delivery.
- Clean and disinfect dining tables, chairs, booths, and/or other surfaces in between customer use.
- Sanitize shopping cart and basket handles- either by making wipes easily accessible to customers or by having employees sanitize between each customer use.
- Ensure sufficient staffing to properly clean the facilities and shopping carts between use.
- Customers are instructed that they must wear cloth face coverings during the time in the facility unless seated for dining. This applies to all adults and to children over the age of 2. Businesses may refuse admission to any individual who does not wear a face covering.
- Discontinue all self-service of unpackaged food (e.g. salad bar, soup bar, bulk bins of food)
- Discontinue all self-service items (e.g. condiment bottles, utensils, salt and pepper shakers) Single service packets may be provided by an employee.
- Self-service machines, such as soda machines or yogurt machines, are dispensed by a food employee and cleaned and sanitized frequently.
- Pre-roll utensils in napkins prior to use by customers and store in a clean container.
- Multiuse customer utensils and wares should be handled with gloves and washed with dish soap and hot water (100°F min.) rinsed, then sanitized or in a well-stocked and well-maintained mechanical dishwasher. Employees should wash their hands after removing their gloves or after directly handling soiled wares.
- Provide hand sanitizer to customers at or near the entrance of the facility and at dining tables and other appropriate areas.
- When possible, install hands-free devices such as soap and towel dispensers.

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- Provide contactless payment options, pick-up and delivery.
- All payment portals, pens, and styluses are disinfected after each use.
- Customer restroom is disinfected regularly.
- Close bar areas.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Post a sign at the entrance(s) of the facility informing all employees and customers that they should (i) avoid entering the facility if they are experiencing symptoms of respiratory illness; including fever or cough; (ii) maintain a minimum of six-foot distance from one another; (iii) sneeze and cough into one's elbow; (iv) not shake hands or engage in any unnecessary physical contact.
- Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies regarding preordering, prepayment, pickup and/or delivery and other relevant information.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- 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.
- Develop protocols to establish operating hours to better serve vulnerable populations and ensure adequate time to re-stock stores.

F. MEASURES TO ENSURE FOOD SAFETY AND ADDITIONAL RESOURCES

- Review the [City of Long Beach Food Safety Manual](#)
- California Department of Public Health and Cal/OSHA [Dine-In Guidance](#)
- Centers for Disease Control [Food Safety and Coronavirus Disease 2019](#)

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:

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