

Retail In-Person Shopping Protocols: Appendix B

Recent Updates:

- 5/5/21 – Los Angeles, including Long Beach, is subject to the Yellow Tier under the State’s Blueprint to a Safer Economy as of May 5, 2021. No changes to this protocol as a result of the Tier change.
- 4/16/21 – Clarification - capacity is limited to the amount of people that can physically distance 6ft or greater at the indoor retail facility or outdoor retail site.

The requirements below are specific to retail establishments permitted to reopen for in-person shopping by the Order of the State Public Health Officer. In addition to the conditions imposed on these specific retail businesses by the State Health Officer, which may be found at <https://covid19.ca.gov/industry-guidance/>, these types of businesses must also be in compliance with the conditions laid out in this Protocol. This Protocol is not intended for standalone retail food establishments, such as, grocery stores, certified farmers’ markets, farm and produce stands, supermarkets. Standalone retail food establishments must comply with Grocery Facility Protocols (Appendix L).

Retail establishments may operate outdoors. Outdoor operations may occur in accordance with California Department of Public Health guidance entitled the “Use of Temporary Structures for Outdoor Business Operations” found here <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Use-of-Temporary-Structures-for-Outdoor-Business-Operations.aspx>.

Any City-issued permits required to operate outdoors, including any permits required to install any tent, canopy, other sun shelter, or structure used for outdoor dining, must be obtained prior to operation.

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 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.

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: _____

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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, or if they are exposed to a person who has COVID-19. 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 quarantined employees to have access to or be tested for COVID-19 to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 exposures occurring between March 19 and July 5 pursuant to the Governor's Executive Order N-62-20.
- 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 quarantined employees to have access to or be tested for COVID-19 to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- Employee screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. 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.
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Long Beach Department Health and Human Services 562-570-INFO.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday except where the employee is working in a vehicle, office, or room alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used.
- Employees are instructed to wash or replace their face coverings daily.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for employees who are screening others for symptoms or handling commonly touched items.

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- 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 _____
- In compliance with wage and hour regulations, 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 worn 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.
- To the extent possible, each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- 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.
- Provide resources to promote workers' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- Adjust in-person meetings, if they are necessary, to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of people in an indoor retail facility or outdoor retail site is low enough to ensure physical distancing of 6-feet or greater within the indoor retail facility or outdoor retail site. Maximum number of people in the facility or outdoor retail site are limited to: _____
- The retail establishment shall monitor all entrances to track occupancy. Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday except where the employee is working in a vehicle, office, or room alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees who consistently must be within six feet of guests or co-workers

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must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All employees should minimize the amount of time spent within six feet of guests.

- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a cloth face covering may be posted near the entrance but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up 6 feet apart outside the entrance if the establishment has reached its occupancy limit.
- Measures are implemented to ensure physical distancing of at least six feet between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and/or employees should stand.)
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Measures have been taken at check-out stations to minimize exposure between cashiers and customers, such as Plexiglass barriers. Signs are posted near entrances, check-out lanes and registers to remind customers of physical distancing.
- Tape or other markings identify both a starting place for customers entering the check-out line 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 in all areas of the store. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Employee restrooms are not available for customer use.
- 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.
- Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.
- Non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations are required to wear cloth face coverings.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.
- Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.

C. MEASURES FOR INFECTION CONTROL

- Customers are required to wear face coverings at all times while at the facility. Cloth face coverings should not be placed on young children under age 2, anyone who has a medical condition, mental health condition, or disability that prevents them from wearing a face covering, or is otherwise unable to remove the mask or cloth face covering without assistance.
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

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- 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.
 - Retail hours have been adjusted to provide adequate time for regular deep cleaning and product stocking. Stagger stocking so that employees are in different aisles.
 - Where possible, encourage the use of debit or credit cards by customers, encourage customers to clean their reusable bags frequently, and require customers who bring reusable bags to bag their own purchases.
 - Visitors arriving at the establishment are reminded to wear a face covering at all times while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
 - Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
 - In-store bars, bulk-bin options and product sampling have been discontinued.
 - Purchases are given to customers in sealed packages or bags with receipt attached.
 - Where possible, hands-free devices, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers and timecard systems have been installed.
 - 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.
- Retailers must take reasonable measures, including public address announcements, posting signage in strategic and highly-visible locations, and in reservation confirmations, to remind the public that they must use face coverings whenever not eating or drinking (unless exempted), practice physical distancing, not touch their face, frequently wash their hands with soap and water for at least 20 seconds, and use hand sanitizer.
- 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 in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Dedicated shopping hours for vulnerable populations, including seniors and those medically vulnerable

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have been instituted, if appropriate, preferably at a time following a complete cleaning.

- 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:**

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