

Grocery Retail Facility Protocols: Appendix L

Recent updates:

- 5/5/21 - This protocol is effective as of May 5, 2021. Los Angeles County, including Long Beach, is subject to the Yellow Tier under the State's Blueprint to a Safer Economy. 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 standalone grocery facility.

This protocol is to be completed by standalone 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. In addition to the conditions imposed on grocery facilities by the State Health Officer, which may be found at <https://covid19.ca.gov/industry-guidance/>, the grocery facility must also be in compliance with these Grocery Facility Protocols. This protocol must be implemented and posted at the facility.

This Protocol does not apply to retail establishments that sell groceries (food and beverage products) in addition to goods to the public; such establishments must operate in accordance with the [Retail In-Person Shopping Protocols](#) (Appendix B).

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):**

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- 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 informed not to come to work if sick and to follow Long Beach Health Officer guidance for self-isolation, when applicable. 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.
- 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.
- 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

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- 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.
- 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.

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of people in the indoor facility is low enough to ensure physical distancing of 6-feet or greater. Maximum number of persons in the facility are limited to: _____
- The establishment shall monitor all entrances to track occupancy. Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- Implement a system for monitoring occupancy. 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.
- 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.
- Promote delivery and curbside pickup.
- Do not seat customers within 6 feet from employee work stations, , and storage areas.
- Provide physical barriers and partitions at bars, host stands, registers, and other areas where physical distance of six feet is difficult.

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- 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 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 high-contact 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. Cloth face coverings should not be placed on young children under age 2, anyone who 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.
- 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 other easily accessible areas.
- When possible, install hands-free devices such as soap and towel dispensers.
- 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

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- 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 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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