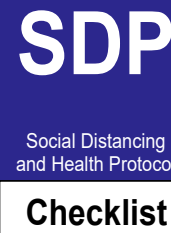




**Health Officer Order No. C19-07e**  
**Appendix A: Social Distancing Protocol** (revised 6/1/2020)

Each business operating in San Francisco must complete, post onsite, & follow this Social Distancing Protocol. See the attached **Instructions and Requirements** for details on what is required and how to complete this checklist.

Check off all items below that apply and list other required information.



*Business/Entity name:*

*Contact name:*

*Facility Address:*

*Phone / Email:*

*(You may contact the person listed above with any questions or comments about this protocol.)*

## **SIGNAGE & EDUCATION**

- ☐ Post signage at each public entrance of the facility requiring of everyone:
  - (1) avoid entering if experiencing COVID-19 symptoms;
  - (2) maintain a minimum six-foot distance from others in line and in the facility; and
  - (3) wear a Face Covering
- ☐ Post a copy of this two-page Social Distancing Protocol checklist at each public entrance
- ☐ Post signage showing maximum number of patrons who can be in line and in the facility
- ☐ Educate Personnel about this Protocol and other COVID-19 related items

## **PROTECTIVE MEASURES**

- ☐ Follow Sections 2.1 through 2.4 below, including:
  - ☐ Ensure Personnel stay home or leave work if they are sick
  - ☐ Provide a copy of the Attachment to Personnel to ensure they understand when to stay home; translated versions of the Attachment are available online
  - ☐ Ensure Personnel review health criteria before each shift and advise Personnel what to do if they are required to stay home
- ☐ Require Personnel and patrons to wear a face covering as required by Health Officer orders
- ☐ Implement a plan to keep site Personnel safe, including by limiting the number of Personnel and customers onsite to a number that ensures physical distancing and favoring allowing Personnel to carry out their duties from home when possible

## **MEASURES TO PREVENT UNNECESSARY CONTACT**

- ☐ Tell Personnel and patrons to maintain physical distancing of at least six feet, except Personnel may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary
- ☐ Separate all desks or individual work stations by at least six feet
- ☐ Place markings in patron line areas to ensure six foot social distancing (inside and outside)
- ☐ Provide for contactless payment systems or, if not feasible, disinfect payment systems regularly. Describe:
- ☐ Maintain Plexiglas or other barriers between patrons and Personnel at point of payment (if not possible, then ensure at least six foot distance)



**Health Officer Order No. C19-07e**  
**Appendix A: Social Distancing Protocol** (revised 6/1/2020)

- ☐ Limit the number of patrons in the store at any one time to:
- ☐ Separate order areas from delivery areas or similarly help distance patrons when possible
- ☐ Optional—Describe other measures:

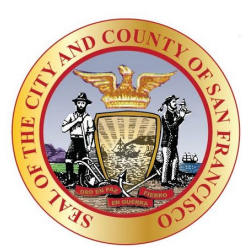
## **SANITIZING MEASURES**

- ☐ Regularly disinfect high touch areas, and do so continuously for surfaces patrons touch (countertops, payment systems, pens, and styluses)
- ☐ Provide disinfecting wipes that are effective against SARS-CoV-2 near shopping carts, shopping baskets, and high-touch surfaces and provide hand sanitizer
- ☐ Have Personnel disinfect carts and baskets after each use
- ☐ Provide hand sanitizer, and/or disinfecting wipes to patrons and Personnel at or near the entrance of the facility, at checkout counters, and anywhere else where people have direct interactions
- ☐ Disinfect break rooms, bathrooms, and other common areas frequently, on the following schedule:
  - ☐ Break rooms:
  - ☐ Bathrooms:
  - ☐ Other:
- ☐ Prevent people from self-serving any items that are food-related:
  - ☐ Provide lids and utensils for food items by Personnel, not for patrons to grab
  - ☐ Limit access to bulk-item food bins to Personnel—no self-service use
- ☐ Prohibit patrons from bringing their own bags, coffee mugs, or other reusable items
- ☐ Prohibit Personnel from using shared food prep equipment for their own use (e.g., microwaves, water coolers), but microwaves may be used if disinfected between each use and hand sanitizer is available nearby
- ☐ Optional—Describe other measures (e.g., providing senior-only hours):

## **INDUSTRY-SPECIFIC DIRECTIVES**

- ☐ Ensure that you have read and implemented the attached list of requirements.
- ☐ In addition to complying with the Social Distancing Protocol, many businesses must comply with additional, industry-specific directives. Go to [www.sfdph.org/directives](http://www.sfdph.org/directives) and check to see if your business is subject to one or more additional directives. For each one, you must review the Health and Safety Plan (HSP) requirements and post an additional two-page checklist for each one that applies. In the event that any directive changes the requirements of the Social Distancing Protocol, the more specific language of the directive controls, even if it is less restrictive. Check this box after you have checked the list and posted any other required HSP.

\* Any additional measures may be listed on separate pages and attached.



**[You are not required to post these Instructions and Requirements]**

**Instructions:**

The two-page Social Distancing Protocol above must reflect the business's completion of each requirement listed below unless an item is not applicable. Use the two-page checklist above to show compliance with these requirements. The business does not need to post these Instructions and Requirements, only the two-page checklist above.

Any business that has an existing Social Distancing Protocol must update its Social Distance Protocol to meet the requirements in this new version no later than June 15, 2020. Any other business that is implementing a Social Distancing Protocol for the first time on or after June 1, 2020 must comply with the new protocol before resuming operations.

Depending on the nature of the business covered by the Social Distancing Protocol, there are certain people associated with the business who are subject to this protocol. Collectively those people are referred to by this protocol, and any associated Health Officer directive, as "Personnel", and those people include all of the following who provide goods or services associated with the business in the City: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors (such as "gig workers" who perform work via the business's app or other online interface, if any); vendors who are permitted to sell goods onsite (such as farmers or others who sell at stalls in farmers' markets); volunteers; and other individuals who regularly provide services onsite at the request of the business.

**Requirements:**

In addition to the items below, this protocol requires the business to ensure that Personnel who perform work associated with the business are addressed by the Social Distancing Protocol and comply with those requirements. Each business is required to take certain steps in the protocol related to its Personnel, including the actions listed in Sections 2.1 through 2.4 below if Personnel are sick. Each business is prohibited from taking any adverse action against any Personnel for staying home in the circumstances listed in Sections 2.1 through 2.4 below. Personnel of each business are prohibited from coming to work if they are sick and must comply with the protocol, including the rules for returning to work listed in Sections 2.1 through 2.4 below.

**1. Section 1 – Signage and Education:**

- 1.1.** Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid waiting in line or entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in line or in the facility or location, wear a face covering or barrier mask (a "Face Covering") at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the "Face Covering Order"). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.2.** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.
- 1.3.** Distribute to all Personnel copies of the Social Distancing Protocol.
- 1.4.** Educate all Personnel on the requirements of the Social Distancing Protocol and any other Health Officer directive that applies.

**[You are not required to post these Instructions and Requirements]**

**2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:**

- 2.1.** Instruct all Personnel orally and in writing not to come to work or the facility if they are sick.
- 2.2.** Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Additional Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel who regularly work at the facility or location in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at [www.sfgdcp.org/covid19](http://www.sfgdcp.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel.
- 2.3.** Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City who regularly work at the facility or location before each person enters work spaces or begins a shift. If such a review is not feasible because the business does not directly interact with some Personnel onsite daily, then that business must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the business that they are okay to begin the shift such as through an app, website, or phone call.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

- 2.4.** Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp)) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter to return to work as long as they have met the requirements outlined on the Attachment.
- 2.5.** In the coming weeks the Department of Public Health may issue guidelines requiring businesses to comply with COVID-19 testing requirements for employers and businesses. Periodically, check the following website for any testing requirements for employers and businesses: [www.sfgdcp.org/covid19](http://www.sfgdcp.org/covid19). If requirements are added, ensure that the business and all Personnel comply with testing requirements.
- 2.6.** If an aspect of the business is allowed to operate and is covered by a Health Officer directive, then the business must comply with all applicable directives as well as this Social Distancing Protocol. Copies of other directives are available online at [www.sfdph.org/directives](http://www.sfdph.org/directives). For each directive that applies, review the Health and Safety Plan (HSP) requirements and post an additional two-page checklist for each one that applies. In the event that any directive changes the requirements of the Social Distancing Protocol, the more specific language of the directive controls, even if it is less restrictive.
- 2.7.** Instruct all Personnel and customers to maintain at least six-foot distance from others, including when in line and when shopping or collecting goods on behalf of customers, except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods. Note that if the business cannot ensure maintenance of a six-foot distance within the business or facility between Personnel or other people onsite, such as by moving work

**[You are not required to post these Instructions and Requirements]**

stations or spreading Personnel out, it must reduce the number of Personnel permitted in the business or facility accordingly.

- 2.8.** Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned before the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the business should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.
- 2.9.** If customers wait in line outside or inside any business or location operated by the business, require customers to wear a Face Covering while waiting in line outside or inside the business or location. This includes taking steps to notify customers they will not be served if they are in line without a Face Covering and refusing to serve a customer without a Face Covering, as further provided in the Face Covering Order. The business may provide a clean Face Covering to customers while in line. For clarity, the transaction must be aborted if the customer is not wearing a Face Covering. But the business must permit a customer to obtain service who is excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.
- 2.10.** Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location and for customers if sinks and restrooms are open to customers. Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the business), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel who work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.
- 2.11.** Provide hand sanitizer effective against COVID-19 at appropriate locations for customers and elsewhere at the business or facility for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for Personnel who are on-site at the business. But for Personnel who shop, deliver, or drive in relation to their work, the business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the business does not provide sanitizer to such shopping, delivery, or driving Personnel, the business is not allowed for that aspect of its service to operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here: <https://www.fda.gov/drugs/information-drug-class/ga-consumers-hand-sanitizers-and-covid-19>.
- 2.12.** Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces under their control, including but not limited to: shopping carts and baskets used by Personnel and customers; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the



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United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

- 2.13.** Ensure that all shared devices or equipment are cleaned and/or sanitized by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.
- 2.14.** Direct all Personnel to avoid touching unsanitized surfaces that may be frequently touched, such as door handles, tools, or credit cards, unless protective equipment such as gloves (provided by the business) are used and discarded after each use or hand sanitizer is used after each interaction.
- 2.15.** Frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs. Conspicuously post the checklist inside each respective break room, bathroom, or other common area clearly detailing the dates and times the room was last cleaned, disinfected, or restocked.
- 2.16.** For any facility or location that has carts, baskets, or other equipment for use by Personnel, assign Personnel to disinfect carts, baskets, or other equipment after each use and take steps to prevent anyone from grabbing used carts, baskets, or other equipment before disinfection.
- 2.17.** Establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.
- 2.18.** Suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice. Microwaves may be used if disinfected between each use and hand sanitizer is available nearby.
- 2.19.** When possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.
- 2.20.** Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.
- 2.21.** For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.
- 2.22.** If an employee or other Personnel tests positive for COVID-19, follow the guidance on "Business guidance if a staff member tests positive for COVID-19," available online at <https://sf.gov/business-guidance-if-staff-member-tests-positive-covid-19>.
- 2.23.** Post signs to advise customers of the maximum line capacity to ensure that the maximum number of customers in line is not exceeded. Once the maximum number of customers is reached, customers should be advised to return later to prevent buildup of congestion in the line.

**[You are not required to post these Instructions and Requirements]**

- 2.24.** Place tape or other markings on the sidewalk or floor at least six feet apart in customer line areas with signs directing customers to use the markings to maintain distance.
- 2.25.** When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.
- 2.26.** Ensure that all Personnel who select items on behalf of customers wear a Face Covering when selecting, packing, and/or delivering items.
- 2.27.** Require Personnel to wash hands frequently, including:
- When entering any kitchen or food preparation area
  - Before starting food preparation or handling
  - After touching their face, hair, or other areas of the body
  - After using the restroom
  - After coughing, sneezing, using a tissue, smoking, eating, or drinking
  - Before putting on gloves
  - After engaging in other activities that may contaminate the hands
- 2.28.** Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.