



# Restoring Commerce While Protecting Lives

A Conscientious Proposal from a Diverse Monterey County  
Business Coalition to Recommend COVID-19 Workplace  
Safety Protocols for Employees and Customers

**Supplemental Resources - Expanded Stage 2  
Presented to the Monterey County Board of Supervisors  
May 22, 2020**

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PetSmart - <https://www.petsmart.com/petsmart-to-re-open-select-grooming-salons.html>

Pet Specialists of Monterey - <https://www.thepetspecialists.com/images/Response-to-COVID-19.jpg>

VCA Ocean View Animal Hospital - [https://vcahospitals.com/-/media/vca/images/covid-19/covid-19\\_visitprocedures.jpg](https://vcahospitals.com/-/media/vca/images/covid-19/covid-19_visitprocedures.jpg) and <https://vcahospitals.com/-/media/vca/documents/corporate/covid-19-social-distancing.pdf>

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Phase 1 Car Wash Industry COVID-19 Requirements - State of Washington  
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San Diego County New In-Store Retail Business Safe Reopening Plan  
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# Appendix A

## Resources and Advice for Pet Grooming Business Protocols

**American Veterinary Medical Association - <https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19/sars-cov-2-animals-including-pets>**

...the AVMA maintains its current recommendations regarding SARS-CoV-2 and animals. These recommendations, which are supported by guidance from the US Centers for Disease Control and Prevention (CDC) and World Organization for Animal Health (OIE), are that:

- Animal owners without symptoms of COVID-19 should continue to practice good hygiene during interactions with animals. This includes washing hands before and after such interactions and when handling animal food, waste, or supplies.
- Do not let pets interact with people or other animals outside the household.
- Keep cats indoors, when possible, to prevent them from interacting with other animals or people.
- Walk dogs on a leash, maintaining at least 6 feet from other people and animals. Avoid dog parks or public places where a large number of people and dogs gather.
- Until more is known about the virus, those ill with COVID-19 should restrict contact with pets and other animals, just as you would restrict your contact with other people. Have another member of your household or business take care of feeding and otherwise caring for any animals, including pets. If you have a service animal or you must care for your animals, including pets, then wear a cloth face covering; don't share food, kiss, or hug them, and wash your hands before and after any contact with them.
- At this point in time, there is no evidence to suggest that domestic animals, including pets and livestock, that may be incidentally infected by humans play a role in the spread of COVID-19.
- Routine testing of animals for SARS-CoV-2 is NOT recommended. Veterinarians are strongly encouraged to rule out other, more common causes of illness in animals before considering testing for SARS-CoV-2.
- Human outbreaks are driven by person-to-person transmission. Accordingly, we see no reason to remove pets from homes even if COVID-19 has been identified in members of the household, unless there is risk that the pet itself is not able to be cared for appropriately.

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### **PetSmart - <https://www.petsmart.com/petsmart-to-re-open-select-grooming-salons.html>**

- Appointments-only. To help maintain appropriate social distancing, we will not be able to accommodate walk-in services.
- Curbside check-in and pick-up. We are offering this new convenient option during select times of the day.
- Pet handling. We are transferring pets to and from their salon services with our own slip leads. We will not handle anything belonging to pets, including collars and leashes.
- Social Distancing. To help keep six feet of distance between people at all possible times, tape has been placed on salon floors in areas indicating where customers should stand and where groomers can walk. Our groomers have been instructed to maintain a distance of at least six feet between themselves and any person, including fellow groomers.
- Group size. We are limiting the total number of groomers in our salons consistent with our social distancing requirements, instructing them to work at every other table and limiting only one at a time in the pet bathing area. Also, we are only allowing one pet family at a time in the salon lobby.
- Salon hygiene. We continue to perform additional cleaning measures between each service and at the end of each day.

### **Pet Specialists of Monterey - <https://www.thepetspecialists.com/images/Response-to-COVID-19.jpg>**

- Clients fill out pet's information and intake forms on the website
- Clients are to call when they arrive in the facility parking lot
- Clients are to wait in their cars NOT in the lobby
- Pets checked in at the front counter and clients should wait in their vehicles
- Doctor will phone client to discuss if a face-to-face meeting is required

### **VCA Ocean View Animal Hospital - [https://vcahospitals.com/-/media/vca/images/covid-19/covid-19\\_visitprocedures.jpg](https://vcahospitals.com/-/media/vca/images/covid-19/covid-19_visitprocedures.jpg) and <https://vcahospitals.com/-/media/vca/documents/corporate/covid-19-social-distancing.pdf>**

- All employees are required to wear a face mask at all times
- Call or text your hospital for an appointment
- Call upon arrival and stay in vehicle - waiting rooms are closed
- Curbside check-in and checkout
- We'll text or call you with updates during your pet's visit

## Resources and Advice for Car Wash Business Protocols

**International Carwash Association - [https://www.carwash.org/docs/default-source/press-releases/collectedsafetyprocedures.pdf?sfvrsn=7dab8b4b\\_2](https://www.carwash.org/docs/default-source/press-releases/collectedsafetyprocedures.pdf?sfvrsn=7dab8b4b_2)**

### Distancing

- Stationed employees near vacuum areas to clean nozzles after every use
- Discontinued towel and other customer giveaway programs
- Closed every other vacuum stall (for customers); maintain only one vacuum lane (for employees)
- Purchased masks and gloves for employees
- Used a plastic shield at cashier window
- Limited interior vehicle cleaning to only one employee at a time
- Restricted access to enclosed spaces (e.g. waiting areas)
- Reduced staffing onsite
- Closed office, lobby and bathroom access to the public
- Closed every other wash bay
- Eliminated staff greeters at pay stations
- Closed interior cleaning
- Closed express detailing
- Removed public brush buckets (e.g. bug prep)
- Marked 6 foot spacing in greeter area
- Discontinued hand drying of vehicles

### Cleanliness

- Regularly cleaned payment terminals and wash selector equipment
- Regularly cleaned bay guns and vending machines
- Closed free vacuum area
- Installed hands-free, foot-pull doors
- Provided hand sanitizer dispenser for customers in vacuum area
- Used phone apps and payment solutions (NFC, QR codes) to prevent need to touch payment terminals
- Offered a sanitizing product for interior cleaning
- Used a bucket for accepting, and then cleaning, cash
- Added a hand sanitizer dispenser next to the payment kiosk.

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State of Washington - [https://www.governor.wa.gov/sites/default/files/COVID19%20Phase%20One%20Car%20Wash%20Requirements.pdf?utm\\_medium=email&utm\\_source=govdelivery](https://www.governor.wa.gov/sites/default/files/COVID19%20Phase%20One%20Car%20Wash%20Requirements.pdf?utm_medium=email&utm_source=govdelivery)

### Employer Mandates

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer's COVID-19 policies.
- Maintain minimum six-foot separation between staff and customers in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. Cloth facial coverings must be worn by every employee on the jobsite unless their exposure dictates a higher level of protection.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick.
- Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the cleaning guidelines set by the CDC to deep clean and sanitize.
- A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to monitor the health of employees and enforce the COVID-19 job site safety plan.
- A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.
- Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an

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alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

Below is a list of requirements for car washing activities to follow in order to provide a safe back to work environment for employees and customers.

- Always educate your employees on the company's COVID-19 Safety Plan. If possible, implement daily all-hands communications within company to inform, educate and reinforce standard operating procedures, safety plan and possible next steps. The situation remains dynamic and employees need to understand this is a fluid action plan that is being discussed regularly and may change frequently. Clearly communicate changes as needed.

### Social Distancing

1. Gatherings of any size must be prevented by taking breaks, performing activities and lunch in shifts. Any time two or more persons must meet, ensure minimum 6-feet of separation.
2. Identify and control "choke points" and "high-risk areas" at locations where workers and members of the public typically congregate so that social distancing is always maintained. Consider relocating from small areas into larger rooms to accommodate more area for social distancing.
3. Minimize interactions during activities; ensure minimum 6-foot separation by physical barriers, and/or marking floors with tape. Limit the number of participants based on facility size and activities to allow for 6-foot separation.
4. Arrange furniture to encourage social distancing.
5. Require customers to make reservations for in-person services.
6. Station employees near vacuum areas to clean nozzles after every use.
7. Closed every other vacuum stall for customers in situations where customers would otherwise be unable to practice social distancing.
8. Limited interior vehicle cleaning to only one employee at a time.
9. Customers should line up in their cars at facilities with automated car washing.

### Sanitation and Cleanliness:

10. Frequently clean and disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs and restrooms.

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11. Regularly clean payment terminals, vacuum hoses, bay guns, wash selector equipment, vending, and cleaning machines.
12. Make disinfectants available to workers and customers throughout the location and ensure cleaning supplies are frequently replenished.
13. Tissues and trash cans must be made available throughout the worksite.
14. If possible, use automated payment solutions to prevent need to touch payment terminals. Otherwise, clean POS terminals regularly.

### Sick Employee Plan

15. Screen all workers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell.
16. Ask employee to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be 'no touch' or 'no contact' to the greatest extent possible. If a 'no touch' or 'no contact' thermometer is not available, the thermometer must be properly sanitized between each use. Any worker with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.
17. Create policies which encourage workers to stay home or leave the location when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.
18. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.
19. Instruct workers to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the worker should be immediately sent home. If symptoms develop while the worker is not working, the worker should not return to work until they have been evaluated by a healthcare provider.
20. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

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### Training

21. All on-site employees must be trained on the worksite's policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

No car washes may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

## Resources and Advice for Retail Business Protocols

**Retail Industry Leaders Association Phase 2: Re-open Stores to the Public, with Social Distancing Protocols & Reduced Occupancy - <https://www.rila.org/shop-safe>**

### Social Distancing – Employees

- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours, permit employees to take breaks and lunch outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and outside visitors or truck drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person to person contact in the workplace.

### Special Protocols for Home Delivery/Installation Employee

- Wear protective face coverings and gloves during in-home delivery and/or installation services.
- Ensure proper social distancing between employee and customer.
- Clean and disinfect any surfaces which will be regularly contacted throughout the duration of any installation.
- When delivery/installation is complete, clean and disinfect all surfaces which were contacted throughout installation.
- Clean and disinfect any tools or supplies used throughout delivery/installation upon leaving the home.

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## Social Distancing – Customers

- Occupancy limits should be determined by social distancing goals and tied to a clear and familiar standard, such as no more than 50% of the stated maximum store capacity according to the National Fire Code, or no more than 5 customers per 1000 square feet of shopping space.
- Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face covering.
- Establish hours of operation, wherever possible, that permit access solely to high-risk individuals, as defined by the CDC.
- Demarcate six feet of spacing in check-out lines to demonstrate appropriate spacing for social distancing.
- Ensure six feet of distance between customers and cashiers and baggers, except at the moment of payment and/or exchange of goods.
- Arrange for contactless pay options, pickup, and/or delivery of goods wherever practical.

## Hygiene

- Require infection control practices, such as regular hand washing, coughing and sneezing etiquette, and proper tissue usage and disposal.
- Encourage employees to engage in repeated handwashing/sanitization throughout the workday.
- Provide sanitization materials, such as hand soap, hand sanitizer, and sanitizing wipes to employees.
- Require the use of gloves and regularly sanitize community technology and equipment such as POS, cash registers, copy machines, etc.

## Sanitization

- Require frequent sanitization of high-touch areas like restrooms, fitting rooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitization materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.

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- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.

### Protective Face Covering

- Require workers, visiting contractors, drivers, and strongly encourage customers, to wear face coverings while on the premises.
- Post signage for customers to understand the importance of wearing face coverings.
- PSAs from law enforcement urging consumers to act responsibly and utilize face coverings—it should not be the responsibility of local retailers to enforce.

### Health Screening

Encourage employees to self-evaluate (before they arrive for shifts) for signs of illness (such as a fever over 100.4, cough, or shortness of breath).

Require associates who exhibit signs of illness not to report to work and encourage them to seek medical attention prior to returning.

### **San Diego County New In-Store Retail Business Safe Reopening Plan**

[https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community\\_epidemiology/dc/2019-nCoV/CommunitySectors/Chambers\\_of\\_Commerce\\_and\\_Businesses/SafeReopening.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV/CommunitySectors/Chambers_of_Commerce_and_Businesses/SafeReopening.html)

### Safe Reopening

On May 20, the state approved the County of San Diego to allow retail businesses to have customers in stores with restrictions.

Businesses will need to complete the County's [Safe Reopening Plan](#), print and post it at their entrance. Businesses that have already been open for pickup or delivery will need to update their plan. Essential businesses that already have customers in-store do not need to update their plans.

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Businesses should also review and refer to the state checklist for their specific industry, such as the Retailer [guidance](#) and [checklist](#), when completing the County's Safe Reopening Plan. [State guidance for other industries](#).

Each business's plan may need to be updated and reposted again when state guidance changes. The County will not require approval for this plan.

### **Reopening Buildings**

#### Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation

The temporary shutdown or reduced operation of a building and reductions in normal water use can create hazards for returning occupants. Two potential microbial hazards that should be considered prior to reopening after a period of building inactivity are [mold](#) and [Legionella](#) (the cause of Legionnaires' disease). For information on recommended steps to minimize mold and Legionella risk during and after prolonged shutdown, [click here](#).

#### [Restoring Water Quality in Building for Reopening \(PDF\)](#)

EPA recommends that building owners, building managers, and businesses take steps to flush the building's plumbing before reopening.

### **Cleaning and Disinfecting Areas**

Businesses that are unoccupied for:

- Less than 7 days: should disinfect
- More than 7 days: should conduct normal cleaning routine, as the virus has not been shown to survive on surfaces for longer than this time

Cleaning and disinfecting hard and non-porous materials or items like glass, metal, or plastic: Consult [EPA's list of approved products for use against COVID-19](#).

Cleaning and disinfecting soft and porous materials or items like carpet, rugs, or seating in areas: soft and porous materials are generally not as easy to disinfect as hard and non-porous surfaces. [EPA has listed a limited number of products approved for disinfection for use on soft and porous materials](#).

## Industry and Workplace Guidance - Napa County

Industry and workplace guidance has been developed in supporting your operation with the COVID-19 response, and plans for reopening. The guidance resources below are comprised from sources across the Federal, State and Local level. Just like we experienced with the Shelter at Home Order, the State's Guidance defines the **minimum** requirements. **As this situation is evolving rapidly, the CDC, CADPH, OSHA and your local Chamber of Commerce may have the most up-to-date versions.**

### [Napa County's Road Map to Recovery \(PDF\) UPDATED](#)

### **Business FAQs [English \(PDF\)](#) [Spanish \(PDF\)](#) **NEW!****

### **General Workplace Guidance**

- [CDC/OSHA: Guidance on Preparing Workplaces for COVID-19](#)
- [CDC: Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes](#)
- [CDC: Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#)
- [OSHA: Prevent Worker Exposure to COVID-19](#)
- [CDC: COVID-19 & Animals](#)

### **Agricultural Sector**

- Social Distancing Guidance for Agricultural and Wine Industry [English \(PDF\)](#) & [Spanish \(PDF\)](#)
- COVID-19 Checklist for Agricultural Operations [English \(PDF\)](#) & [Spanish \(PDF\)](#)

### **Automobile Dealership and Rentals**

- [CDPH/OSHA: COVID-19 Industry Guidance – Automobile Dealerships and Rentals](#)
- [CDPH/OSHA: Checklist for Automobile Dealerships and Rentals](#)

### **Childcare and Schools**

- [CDC: Interim Guidance for Administrators of US K-12 Schools and Child Care Programs](#)
- [For additional guidance please visit the Childcare and Schools web page](#)

## **Communications and Technology Sector**

- [CDPH/OSHA: COVID-19 Industry Guidance – Communications Infrastructure](#)
- [CDPH/OSHA: Checklist for Communications Infrastructure](#)

## **Construction Sector**

- [OSHA: COVID-19 Guidance for the Construction Workforce](#)
- [CDPH/OSHA: COVID-19 Industry Guidance – Construction](#)
- [CDPH/OSHA: Checklist for Construction](#)

## **Delivery Services**

- [CDPH/OSHA: COVID-19 Industry Guidance – Delivery Services](#)
- [CDPH/OSHA: Checklist for Delivery Services](#)

## **Emergency Services**

- [CDC: What Law Enforcement Personnel Need to Know about Coronavirus Disease 2019 \(COVID-19\)](#)
- [CDC: What Firefighters and EMS Providers Need to Know about COVID-19](#)
- [CDC: FAQs for Law Enforcement Agencies and Personnel](#)
- [CDC: Interim Guidance for EMS Systems and 911 Public Safety Answering Points for COVID-19 in the United States](#)
- [OSHA: Guidance for Emergency Response Workers and Employers](#)

## **Energy and Utilities Sectors**

- [CDPH/OSHA: COVID-19 Industry Guidance – Energy and Utilities](#)
- [CDPH/OSHA: Checklist for Energy and Utilities](#)

## **Entertainment, Parks and Outdoor Museums**

- [CDPH/OSHA: COVID-19 Industry Guidance – Outdoor Museums and Galleries](#)
- [CDPH/OSHA: Checklist for Outdoor Museums](#)
- [CDPH: Guidance for Gambling Venues, Theme Parks & Theaters](#)

## **Food and Restaurant Sector**

- [CDPH/OSHA: COVID-19 Industry Guidance - Dine-In Restaurants](#)
- [CDPH/OSHA: Checklist for Dine-In Restaurants](#)
- [National Restaurant Association: COVID-19 Reopening Guidance](#)
- [Napa Valley Chambers of Commerce: Reopening Guidelines for the Restaurant \(dine-in\) Sector](#)
- [CDC: What Grocery and Food Retail Workers Need to Know about COVID-19](#)
- [Social Distancing Guidance for Food Facilities English \(PDF\) & Spanish \(PDF\)](#)
- [Food Safety Recommendations in Response to COVID-19: English \(PDF\) & Spanish \(PDF\)](#)

## **Funeral Homes**

- [CDPH: Guidance for Funeral Establishments – Prevention and Handling](#)

## **Government Operations and Detention Centers**

- [CDC: Interim Guidance on Management of COVID-19 in Correction and Detention Facilities](#)
- [CDC: Guidance for Cleaning and Disinfection for Non-Emergency Transport Vehicles](#)

## **Health Sector**

- [Please visit the Healthcare web page for Healthcare Provider guidance](#)

## **Limited Services**

- [CDPH: COVID-19 Industry Guidance: Limited Services](#)
- [CDPH/OSHA: Checklist for Limited Services](#)

## **Manufacturing, Logistics and Warehousing Sector**

- [CDPH/OSHA: COVID-19 Industry Guidance – Manufacturing](#)
- [CDPH/OSHA: Checklist for Manufacturing](#)
- [CDPH/OSHA: COVID-19 Industry Guidance – Logistics and Warehousing Facilities](#)
- [CDPH/OSHA: Checklist for Logistics and Warehousing Facilities](#)

## **Mining and Logging Sectors**

- [CDPH/OSHA: COVID-19 Industry Guidance – Mining and Logging](#)
- [CDPH/OSHA: Checklist for Mining and Logging](#)

## **Pool and Spa Operators**

- Health Notice for Public Pools and Spas in Napa County: [English \(PDF\)](#) & [Spanish \(PDF\)](#)
- Swimming Pool Social Distancing and Sanitizing in Napa County: [English \(PDF\)](#) & [Spanish \(PDF\)](#)

## **Professional Services (Office) Sector**

- [Napa Valley Chambers of Commerce: Reopening Guidelines for the Professional Services Sector](#)
- [CDPH/OSHA: COVID-19 Industry Guidance – Office Workspaces](#)
- [CDPH/OSHA: General Checklist for Office Workspaces](#)

## **Real Estate Sector**

- [CDPH/OSHA: COVID-19 Industry Guidance – Real Estate Transactions](#)
- [CDPH/OSHA: Checklist for Real Estate Transactions](#)
- Guidance for Real Estate regarding Shelter-at-Home Order: ([English \(PDF\)](#) & [Spanish \(PDF\)](#))

## **Residential, Sheltering Facilities and Services Sector**

- [CDC: COVID-19 Guidance for Shared or Congregate Housing](#)
- [CDC: Preventing the Spread of COVID-19 in Retirement Communities and Independent Living Facilities](#)

## **Retail Sector**

- [Napa Valley Chambers of Commerce: Reopening Guidelines for the Retail Sector](#)
- [CDPH/OSHA: COVID-19 Industry Guidance – Shopping Malls, Outlet Malls, Swap Meets](#)
- [CDPH/OSHA: Checklist for Shopping Malls, Outlet Malls, Swap Meets](#)
- [CDPH/OSHA: COVID-19 Industry Guidance – Retail](#)
- [CDPH/OSHA: Checklist for Retail](#)
- [OSHA: Guidance for Retail Workers and Employers in Critical and High Customer-Volume Environments](#)
- [OSHA: COVID-19 Guidance for Retail Workers](#)

## **Waste Management, Water and Wastewater Sectors**

- [CDC: What Waste Collectors and Recyclers Need to Know about COVID-19](#)
- [OSHA: Guidance for Solid Waste and Wastewater Management Workers and Employers](#)

# Appendix E

## Resources and Advice for Restaurant, Bar & Lounge Business Protocols

### Monterey County Hospitality Association (MCHA) Hospitality Industry Operational Protocols For COVID-19 (Draft)

The following protocols take into consideration businesses following the current local health department guidelines, Servsafe Certification Program, California Restaurant Association Recommendations and the US Travel Association Industry Guidance for the Health and Safety of All Travelers

#### Cleaning & Sanitizing Protocol

- Host Podiums including all associated equipment to be sanitized at least once per hour. Hand sanitizer will be placed on each podium for employee and guest use
- High touch points such as service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use or laminated and sanitized after each guest use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables)
- If work is in a splash area (water, washing, etc.) a face shield and impermeable apron shall be worn

#### Physical Distancing Protocol

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)

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- Lounge seating will need to be set keeping social distancing and allowable group size
- Tables and booths to be utilized with appropriate physical distancing between each party (six feet or if unmovable, a barrier or partitions will be added to separate the tables)
- Reduce bar stool count to provide appropriate physical distancing
- Limit the number of people per table to not more than 8
- Manage the line flow at quick serve outlets to ensure pick up areas remain appropriately distanced

### Guest Considerations/Experience

- Staggered seating times are used to space traffic flow
- No self-service buffets or salad bars
- Restrooms to be checked regularly and cleaned/sanitized based on frequency of use
- All self-serve condiments and utensils to be removed and available from cashiers or servers
- All straws to be wrapped
- Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- Tableside cooking to be suspended until further notice
- Remove grab and go offerings to be displayed at minimal levels
- Bar snacks will be served per individual guest and not shared by the table
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest
- Customers are not permitted to bring in items from home i.e., wine, bags or reusable to go containers

### Additional Employee Dining Room (EDR) Protocols

- No self-serve food available (including snacks)
- Food to be served by EDR cooks and line attendants
- Single use cups for beverage (no refills)
- Prepackaged plastic flatware