



PLAN TEMPLATE FOR INDOOR MUSEUMS, ZOOS AND AQUARIUMS

To open to the public under the current COVID-19 pandemic in furtherance of the requirements of the [Stay-Safer-at-Home Order C19-07](#), as may be amended from time to time, indoor museums (including art galleries), zoos and aquariums in San Francisco must comply with the following health and safety requirements and conditions:

Plan Requirement:

- Each indoor museum, zoo or aquarium must submit a proposed Health and Safety Plan to the San Francisco Department of Public Health (SFDPH) at healthplan@sfcityattty.org. The facility may not open until it submits the plan to SFDPH and makes the plan available to the public on its website on a permanent URL and at its facility. The URL at which the plan will be posted must be provided to SFDPH.

This document is designed to support indoor museums, zoos and aquariums in developing a plan for submittal. A template for the plan follows this overview of health and safety requirements. The following resources may also be helpful in completing a re-opening plan.

- California Department of Public Health [Industry Guidance for Museums, Galleries, Zoos, and Aquariums](#)
- The [American Alliance of Museums](#) Preparing to reopen resources

The minimum requirements listed below should be considered and reflected in the proposed Health and Safety Plan.

Guest Experience:

- The facility—and discrete galleries and rooms within the facility—must remain below 25% maximum capacity. Both Personnel and patrons count towards the maximum capacity.
- Personnel and patrons must wear face coverings at all times, unless they are specifically exempted from the face covering requirements in the Face Covering Order -- Health Officer Order No. C19-12, as that order may be amended from time to time.
- The establishment must review, post, and implement all applicable provisions of the Social Distancing Protocol, including the requirement to advise patrons not to enter the facility if they have symptoms of COVID-19 or, in the past 14 days, have been diagnosed with COVID-19 or been in close contact with a person who has been diagnosed with COVID-19. The Social Distancing Protocol is available at <http://www.sfdph.org/healthorders>. The plan described in this document is in addition to the Social Distancing Protocol.
- The establishment must post signage regarding the following throughout facility, including, but not limited to, in elevators:
 - Social Distancing Requirements (maintain at least six feet of distance);
 - Face Coverings;
 - Importance of handwashing/sanitizing;
 - Capacity limits for entire facility, and each discrete gallery/room as appropriate;
 - Risks of transmission (including asymptomatic transmission and increased risks due to prolonged exposure within an enclosed space);
 - Reminder for patrons to circulate through the facility and not gather or linger in one area;
 - Ventilation information.



Sample signage is available on the City's website at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>

- To ensure steady movement of patrons through the exhibition space and prevent patrons from gathering together for a sustained period:
 - Group reservations or group visits with members of different households are not allowed, unless part of an [out-of-school time \(OST\) program](#);
 - Guided tours are not allowed;
 - Events, classes, and other gatherings are not permitted indoors;
 - Common area gathering places such as meeting rooms and lounge areas must remain closed;
 - Auditoriums must remain closed;
 - The establishment must monitor and limit patrons to ensure physical distancing between members of different households; and
 - In facilities with multiple rooms, the establishment must establish measures to indicate paths of travel through the establishment, encourage steady movement through the facility, and post wayfinding signage.
- Although cash payments must be permitted, touchless payment should be encouraged and where social distancing of at least six feet is not possible at ticketing booths or other points of contact, use of an impermeable barrier between Personnel and patrons is required.
- Public and employee restrooms must be cleaned frequently, and external doors and windows should be left open if doing so will increase ventilation.
- Audio self-tour equipment may be used, as long as it can be effectively cleaned and disinfected between each use.
- Coat/personal property check services must remain suspended.
- High-touch surfaces and areas must be [cleaned and disinfected regularly in compliance with CDC guidelines](#).
- Close water fountains; bottle filling stations may remain open subject to frequent cleaning and disinfection.
- Event rentals must remain closed until further notice.
- Interactive exhibits that cannot be modified to remove touching must be closed, with the exception of passive interactive exhibits that have a touchable element for foreign language presentation, or accessibility purposes such as initiating audio/video.
- If food or beverages are sold for consumption on the premises, then [Health Officer Directive 2020-16](#), as may be amended from time-to-time, must be followed.
- If goods or merchandise are sold on site (e.g., gift shops), then [Health Officer Directive 2020-17](#) as may be amended from time-to-time, regarding indoor retail must be followed.

Building Infrastructure Requirements:

- The establishment must flush out stagnant water under San Francisco PUC guidance for flushing and preparing water systems at <https://sfwater.org/flushingguidance>.
- The establishment must comply with the ventilation protocols at Section 4.i of the [Stay-Safer-At-Home Order](#), which requires review of SFDPH's guidance for improved ventilation available at: <https://www.sfdcp.org/COVID-ventilation>.



Personnel Safety Precautions:

- The establishment must designate a Worksite Safety Monitor (including in the plan submitted to SFDPH), who must be ready to assist SFDPH with any contact tracing.
- Personnel must be trained for use of Personal Protective Equipment (PPE). Specifically, the establishment must:
 - Perform Hazard Assessment to Safety to determine the necessary PPE and safety supplies required for Personnel.
 - Supply PPE to employees based on department needs, job responsibilities, and the level of risk to exposure.
 - Provide training to Personnel on the use of PPE. In most circumstances, glove wearing is not recommended by OSHA and the CDC.
- The establishment must screen Personnel each day before they come into the facility, as outlined in Section 2 of the [Social Distancing Protocol](#).
- All Personnel who can work remotely must continue to do so. Only personnel who cannot work remotely, and who must be onsite to facilitate allowed operations, may work in the facility. In office space where such Personnel are working, the establishment must comply with all relevant provisions of Section 1 of the Appendix A to [Health Officer Directive No. 2020-18](#) regarding office facilities.

NOTE: Additional details on health and safety requirements for indoor museums, aquariums, and zoos are set forth in [Health Officer Directive 2020-32](#) and may be amended from time-to-time. The Directive is complementary to the list of requirements provided here and provides further details and clarity. Facilities have a two-week grace period to come into compliance with any newly-articulated conditions.

Museum, Aquarium, Zoo Health and Safety Plan

Plan Submission Date: 3/14/21 Tier: _____

Business Name: Haight Street Art Center

Address: operating at County Fair Building

Contact Name: Robin Gascon Phone/Email: 650-804-8497 robin@haightstreetart.org

Permanent URL: www.haightstreetart.org

Section 1: Evaluating and Documenting Maximum Capacity

Planned capacity should be 25% or less of maximum capacity). When establishing your planned capacity, you should evaluate how many square feet per person would be available. Consider whether this is consistent with [U.S. Fire Agency guidance](#).

Please provide your building capacity below:

Facility sq. footage	Maximum capacity	Typical capacity (guests and staff)	Planned capacity (guests and staff)
8636	240	1000	150
SME Staff Notes: We will have stanchions separating entrance queue and exit.			

How will you monitor and ensure you do not go over the planned capacity? (e.g. scheduled entry times or limiting visitor length of stay)

We will monitor guests with manual counters at both the entrance and exit. We will not have specific time limits for people viewing the exhibition, we will move people along if we are approaching capacity. We will do our best to register guest names and ask for voluntary contact information in the event contact tracing becomes necessary.

The proposed capacity must provide for enough space to allow social distancing (i.e., at least six feet of physical distance between individuals at all times). Note considerations below for the capacity of individual spaces or galleries and provide a means to ensure that the capacity is not exceeded.

The space is 8,636 square feet and capacity in non-Covid times is 1,000 guests. We would allow a maximum of 150 guests and staff at any given time, well below the current guidelines.

Section 2 - Signage Requirements

When drafting this section of the plan, you should review the signage available on the City’s website here: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.

Be sure to post a copy of your Social Distancing Protocol at each public entrance to the facility.

Identify the best places to post signage that maximize patrons’ and personnel’s exposure to messaging. Think about all entrances to the facility, areas where people queue, common passageways, bathrooms,

elevators and such when making your plan for signage.

Please check all that apply:

Description	Do you have this on-site?	If yes, how many?	Social distancing and mask requirements posted	Posted signs in multiple languages
Elevator	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
Stairways	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
Public Entrances	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	1	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
Queuing Areas	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	1	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
Transaction counters	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	1	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
Restrooms	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	2	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
Shared office areas and equipment	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
Break rooms	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

SME Staff Notes:
 We will have stanchions separating entrance queue and exit.
Describe additional areas:
 SFDPH signage will be placed at entrance, queuing area, throughout the exhibition and the restrooms.

Section 3: Ensure Personnel and Patrons wear face coverings at all times, unless specifically exempted

Please check all that apply

Offer free face coverings	Social distancing and mask requirements placed on website	Social distancing and mask requirements posted in multiple languages?	Do you confirm to have reviewed, and would notify personnel and patrons of mask requirements?	Modified duties for exempt personnel
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

SME Staff Notes:
 We will have free disposable masks available to guests. All staff will wear masks.
 We will have 5 staff minimum on site. We will have a greeter at the entrance, information staff, retail staff, exit door staff and restroom door staff. We will have a designated floater to ensure all protocols are being met.

(If your response discusses internal disciplinary or HR procedures, those procedures may be addressed in a confidential addendum to the plan that is submitted to SFDPH, but not made available to the public.)

Section 4: Ticketing Booths and Payment Systems

Describe how your ticketing booths will protect the personnel working at them and patrons visiting as well as how you will use these systems to ensure you remain at the capacity you discussed above.

Please check all that apply

Online payment	On-site payment	Contactless payment system	Hand sanitizer available	Health and Safety requirements posted in multiple languages	Install Plexiglas at ticket counter between patrons and personnel
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes: This exhibit is free to the public, however we will have a retail area. Plexiglass will separate staff & guest at both the retail and information area.					

Section 5: Personnel Safety Precautions

In this section, discuss the regulations you are implementing to protect your personnel. You should also indicate that a copy of this health and safety plan will be provided to each member of your personnel.

We will take staff temperatures prior to their shift. Hand sanitizer will be available to each staff member. Masks will be available to staff.

Please check all that apply

Health and Safety requirements posted in common areas	Provide mask and additional cleaning supplies on-site	Contactless payment systems available	Hand sanitizer and soap available	Personnel can maintain social distancing	Manage shared spaces and equipment
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N

Staff Protection

Please Describe Where Staff May NOT be able to “social distance” (keep 6 feet away) from patrons, visitors, or coworkers, and what protective measures will be taken:

Location and/or Activity	Protective Measures
Retail area	plexiglass separating patron from staff
HSAC info area	plexiglass separating guest & staff
SME Staff Notes:	

Section 6: HVAC Systems (Ventilation Worksheet)

Increasing air flow is important to increasing safety in indoor spaces. All Indoor Museums must comply with Section 4.i of the Stay-Safer-At-Home Order by reviewing SFDPH’s guidance for improved

ventilation available at: <https://www.sfdcp.org/COVID-ventilation>. Check which of the following elements of the ventilation guidance you will implement:

1. How is ventilation provided in facility (check all applicable)?
 - a) windows
 - b) individual ventilation systems (*serves only one room or area*)
 - c) building ventilation system (*serves multiple entire facility or large section*)
2. For rooms with windows, please describe how "flow through" ventilation is achieved:
All doors(4 on SE side and one on NW side) will remain open for ventilation. We will have staff manning the entrance, exit, restroom doors and garage door.

-
3. For rooms with mechanical ventilation (*1b & 1c above*) can the fans be run continuously or are they controlled by a thermostat or building control system?
 - continuous
 - controlled
 4. For rooms with mechanical ventilation (*1b & 1c above*) is air recirculated?
 - no
 - yes
 5. For rooms with ventilation systems which recirculate air (*i.e. yes answer on #4*), please describe the filters (*MERV ratings, etc.*) the recirculated air is run thorough:
The filters for the ventilation system are Merv 10 rated.

-
6. Please describe all changes made in response to COVID-19 to improve ventilation, maximizing fresh air and reducing recirculated air.
The economizer damper has been closed down, and the outside air damper is open to its maximum position.

-
7. Are you planning to use any kind of portable air filters?
 - no
 - yes, describe: We will have 2 portable air filters near the retail and information areas

Provide additional description of the building ventilation and relevant details about elements you are implementing to ensure optimal air flow.

8. SME Notes

Section 7: Food and Beverage concessions

Dining may be allowed by the [Stay Safer at Home Health Order C19-07](#) and in compliance with [Health Officer Directive 2020-16](#), as each may be amended from time to time.

Please check all that apply

Indoor dining	Outdoor dining	Food allowed	Beverages allowed	Health and Safety requirements posted	Safety signs posted in multiple languages
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes:					

In the space below, highlight how you will meet requirements. Don't forget to think about how the goods will be sold, where they will be consumed, and how you will ensure people are seated while consuming the food or beverages.

We will not offer food or beverage, nor will we allow food or drink to be consumed in exhibit hall.

If you are considering food or beverage concessions, note the indoor and outdoor capacities for dining and briefly describe how they are calculated.

Section 8: Retail

When outlining your plans for your retail space, keep in mind that you will need to meet the requirements in [Health Officer Directive 2020-17](#) regarding indoor retail. Consider removing shopping baskets or create a cleaning protocol ensuring they are sterilized between each use.

Please check all that apply

Hand sanitizer available	Customer can touch merchandise	Contactless payment system	Social distancing requirements posted	Health and Safety signs posted in multiple languages
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes:				

Consider how you will reduce instances of touching items, protect cashiers from getting too close to customers and describe any space redesign to ensure social distancing can be maintained by patrons while shopping.

We will have a small retail area in the hall where products will be displayed. Plexiglass will be placed between guests and staff member.

Section 9: Social Distancing in Elevator, Escalators and Stairways

Describe or detail additional policies applicable to elevators, escalators and stairs serving as access to, from and within the facility.

Our space is contiguous and located on the ground floor.

Please check all that apply

Have on site: <input type="checkbox"/> Elevator					<input type="checkbox"/> Stairways					<input type="checkbox"/> Escalator				
Limit capacity in elevators			Encourage personnel to use stairways where visible			Hand sanitizer is available			Face covering requirements posted			Health and Safety signs posted in multiple languages		
<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A			<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A			<input type="checkbox"/> Y <input type="checkbox"/> N			<input type="checkbox"/> Y <input type="checkbox"/> N			<input type="checkbox"/> Y <input type="checkbox"/> N		
SME Staff Notes:														

Section 10: Monitoring and Limiting Patrons to Ensure Physical Distancing between members of Different Households attendant

For this section, outline what interventions you will be making in the parts of your facility where crowding can typically occur. Options include signage, ropes and stanchions, floor markings and metering attendance for specific portions of your facility

Please check all that apply

Social distancing and mask requirements posted		Floor markings, ropes & stanchions		Services staff/security guard on-site		Health and Safety requirements posted		Safety signs posted in multiple languages	
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	
SME Staff Notes:									
<u>We will lay out floor markings with social distance circles 6 feet apart.</u>									

Section 11: Path of Travel through the Establishment and Wayfinding Signage

Implement a clear and consistent wayfinding program, including floor markings and iconographic signage. Place signs or markings on the floors to outline physical distancing guidelines. As much as possible, establish one-way path of travel through the facility to facilitate distancing. Stairwells and narrow passageways should be designated for one-way (up or down) movement if possible.

Please check all that apply

Social distancing requirements posted	Floor markings and place signs	Establish one-way path of travel	Health and Safety requirements posted	Safety Signs posted in multiple languages
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes: We will lay out a clear direction for guests to follow.				

Section 12: Plans for Preventing Patrons from Gathering in a Space

Patrons should be kept moving through the exhibition spaces and the facility at all times. In this section, describe how you will achieve this.

Please check all that apply

Social distancing and mask requirements posted	Floor markings, and other visual cues	Services staff/security guard on-site	Health and Safety requirements posted	Safety signs posted in multiple languages
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes: Staff will remind people to move through the exhibit if guests are lingering excessively.				

Auditoriums, as well as common area gathering places such as meeting rooms and lounge areas must remain closed. List below the areas of your facility which will remain closed to the public.

[We are in a contained space without meeting rooms.](#)

Section 13: Sanitation for Restrooms (Cleaning & Disinfection Worksheet)

Discuss how you will ensure that public and employee restrooms will be frequently and thoroughly cleaned, and fully stocked with soap and hand towels throughout the day. Identify what cleaning and disinfection products will be used and how they will be applied.

Shared Surfaces:

Description	Frequency Cleaned	Who Will Clean	Cleaning Products	Cleaning Methods Used
<i>Type of surface</i>	<i>Hourly, twice a day, daily, etc.</i>	<i>Custodian, Staff, etc.</i>	<i>Type</i>	<i>Prepackaged wipes, spray bottle and towels, foggers, etc.</i>
Restroom	thoroughly cleaned once per day	custodian		
Hand Rails	n/a			
Chairs & Seating	twice per day	staff	Clorox	prepackaged wipes
Door Knobs	twice per day	custodian & staff	Clorox	prepackaged wipes

Cleaning/Disinfection Products:

	Product Name	Product Mfg.	EPA Registration #	Active Ingredient(s)	Signal Word	Application Method
			See bottom of back label "EPA Reg No #####-##"		"Danger", "Warning" or "Caution" on front of label	Spray bottle & paper towel wipe, prewetted towels, foggers, etc.
1.						
2.						
3.						
4.						
SME Staff Notes:						

If applicable, explain what measures you will take to ensure adequate ventilation is maintained in restrooms.

COMPONENTS CAS NUMBER Chlorine Dioxide _____

Section 14: Tours and Audio Self-Tour Equipment

Docent guided tours are not permitted at this time. Self-guided tours are allowed, but audio equipment must be cleaned and disinfected between each use.

Please check all that apply

Audio self-tour available	Content available for download	Social distance can be maintained	Hand sanitizer available	Health and Safety requirements posted	Safety signs posted in multiple languages
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes:					

Discuss how you will safely facilitate the rental, and cleaning of audio equipment.

Section 15: Sanitation for High-Touch Surfaces and Areas

Identify high touch surfaces and establish a frequency of cleaning. Identify what cleaning and disinfection products will be used as well as how and by whom they will be applied.

Please check all that apply

Shared office surfaces and equipment	Door handles/railings/hard surfaces	Wiped and cleaned surfaces frequently	Hand sanitizer and cleaning supplies available	Health and Safety requirements posted
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N

Cleaning/Disinfection Products:

Description	Frequency Cleaned	Who Will Clean	Cleaning Products	Cleaning Methods Used
<i>Type</i>	<i>Hourly, twice a day, daily, etc.</i>	<i>e.g. Custodian, Staff, Volunteer</i>	<i>Type</i>	<i>Prepackaged wipes, spray bottle and towels, foggers, etc.</i>
Retail iPad	hourly	staff/custodian	Clorox	prepackaged wipes
Info & retail	hourly	staff/ custodian	Clorox	prepackaged wipes
SME Staff Notes: A cleaning company coming in each evening to thoroughly clean exhibit hall and restrooms.				

Section 16: Interactive Exhibits

Interactive exhibits that can be modified to remove touching may remain open along with passive interactive exhibits that have a touchable element for foreign language presentation, or accessibility purposes such as initiating audio/video.

Please check all that apply

Interactive Exhibits Available	Interactive Displays and Controls	Modified Interactive Exhibits	Hand Sanitizer Available	Health and Safety Requirements Posted	Safety Signs Posted in Multiple Languages
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

Interactive Displays & Controls

Description	Frequency Cleaned	Who Will Clean	Cleaning Products	Cleaning Methods Used
<i>Type</i>	<i>e.g. Hourly, twice a day, daily</i>	<i>e.g. Custodian, Staff, Volunteer</i>	<i>Type</i>	<i>e.g. Prepackaged wipes, spray bottle and towels, foggers</i>

Interactive exhibits that cannot be modified to remove touching should be closed.

Explain which interactive exhibits will remain open, what modifications will be made, and describe cleaning plan for the touch surfaces.

[We will not have interactive exhibits.](#)

SME Staff Notes:

Section 17: Office Space

All Personnel are encouraged to remain home and telework. Personnel whose responsibilities are essential to the operations of the museum/aquarium/zoo, and cannot be done remotely (e.g. art handlers, security) may work in offices. Everyone else must continue to work remotely. The Workplace Safety Monitor must designate which staff are permitted to work onsite based on this criteria.

Please check all that apply

Telecommute available	Staff/Safety monitor on-site	Personnel follows social distancing protocols	Hand sanitizer available	Health and Safety requirements posted	Safety signs posted in multiple languages
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N

What measures will be put in place to decrease the risk of virus transmission for on-site personnel?

Address all relevant provisions of [Health Officer Directive No. 2020-18](#) regarding offices. (To the extent this response includes a discussion of internal operations concerning staffing levels and schedules, it may be addressed in a confidential addendum to the plan that is submitted to SFDPH, but not made available to the public.)

~~Staff will do their best to remain socially distant. Temperatures will be checked prior to beginning their shift. Hand sanitizer and masks will be available to each staff member.~~

SME Staff Notes:

Food Service (Environmental Health) Elements Go Here

Coordinator Use Only:

- (1) Met Requirements
- (2) Some Met/Need Info
- (3) Not adequate

Health Officer Order No. C19-07t**Appendix A: Social Distancing Protocol** (revised 3/2/2021)

Each business allowed to operate in San Francisco must complete, post onsite, and follow this Social Distancing Protocol checklist. The attached **Instructions and Requirements** detail what is required and how to complete this checklist.

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

Business name: [Haight Street Art Center](#)

Contact name: [Robin Gascon](#)

Facility Address: [County Fair Building 9th Ave and Lincoln Way, San Francisco, CA 94122](#)

Email / telephone: robin@haightstreetart.org

(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) do not enter if experiencing COVID-19 symptoms. List the symptoms in the San Francisco COVID-19 Health Screening Form for non-personnel ([Attachment A-2](#));
 - (2) maintain a minimum six-foot distance from others in line and in the facility;
 - (3) wear a face covering; and
 - (4) for self-brought bags, keep bags in a cart/basket or carry them and self-place items in bags after checkout
- 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
- Post required signage in all break rooms and similar indoor spaces used by Personnel stating:
 - (1) COVID-19 is transmitted through the air, and the risk is generally higher indoors.
 - (2) Seniors and those with health risks should avoid indoor settings with crowds.
 - (3) Personnel must remain at least six feet away from others outside their Household at all times.
 - (4) A copy of the "Take a Break Safely" Poster (available online at sf.gov/file/covid-break-room).
 - (5) Signage indicating which of the following ventilation strategies are used at the facility: All available windows and doors accessible to fresh outdoor air are kept open; Fully Operational HVAC systems; Appropriately sized portable air cleaners in each room; or None of the above. (www.sfcddcp.org/ventilation)
- Educate Personnel about this Protocol and other COVID-19 related safety requirements

PROTECTIVE MEASURES

- Follow Sections 2.1 through 2.4 below, including:
 - Ensure Personnel stay home or leave work if they answer yes to any of the three questions on the Personnel Screening Attachment ([Attachment A-1](#)). See www.sfcddcp.org/screen for this form.
 - Provide Personnel a copy of the Personnel Screening Attachment (A-1) to ensure they understand when to stay home and for how long. That form discusses rules for staying out of work due to concerns of COVID-19 exposure. Translated versions of the Personnel Screening Attachment (A-1) are available online at www.sfcddcp.org/screen.
 - Ensure Personnel review health questions on the Personnel Screening Attachment (A-1) 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 patrons onsite and favoring allowing Personnel to carry out their duties from home when possible
- Require that patrons cancel or reschedule appointments or reservations for non-essential services if they have COVID-19 symptoms or exposure, as described in San Francisco COVID-19 Screening Form (Attachment A-2). Ensure that patrons can cancel an appointment or reservation for COVID-19 symptoms or exposure without financial penalty. You may offer to reschedule for another time if the patron wants to reschedule instead of to cancel.

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 used desks or individual work stations by at least six feet
- Place markings in patron line areas to ensure six feet physical distancing (inside and outside)
- Provide for contactless payment systems or, if not feasible, disinfect payment systems regularly. The Board of Supervisors has required businesses to accept cash—if cash is used encourage exact change.
- Maintain Plexiglas or other barriers between patrons and Personnel at point of payment (if not possible, then ensure at least six feet of distance)
- Limit the number of patrons in the business at any one time to: 150
- Separate ordering areas from delivery areas or similarly help distance patrons when possible
- Add signage and educate Personnel about safer break room practices, including as required in Section 3.27
- 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, sink with soap and water, and/or disinfecting wipes to patrons and Personnel at or near the entrance of the facility, at checkout counters, and anywhere else people have direct interactions
- Disinfect break rooms, bathrooms, and other common areas frequently, on the following schedule:
 - Break rooms:
 - Bathrooms: **thoroughly cleaned once per day (will be open 6 hrs per day, 4 days per week)**
 - Other:
- Prevent people from self-serving any items that are food-related except as allowed by this protocol or except as allowed by a separate Health Officer Directive (for example, Nos. 2020-07 and 2020-17, as updated):
 - Provide lids and utensils for food items by Personnel, not for patrons to grab
- Require patrons and Personnel to follow requirements of Section 3.25 below for self-brought bags, and prohibit patrons from bringing any other reusable items such as coffee mugs.
- 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 and water coolers may be used as outlined in Section 3.14 below.
- Optional—Describe other measures (e.g., providing hours for unvaccinated older adults or high-risk people):

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 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 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 of directives 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 checklist 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 checklist above. The term "Personnel" is defined in Health Officer Order to which this Appendix is attached. The term "patron" includes customers, others seeking services, visitors, and guests.

Requirements:

In addition to the items below, this protocol requires the business to ensure that Personnel who perform work associated with the business are covered by the Social Distancing Protocol checklist 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. Signage and Education

- 1.1.** [Minor edits to this section 11/3/20] Post signage at each public entrance of the facility or location (if any) to inform all patrons that they must: not wait in line or enter the facility or location if they have a symptom of COVID-19 that is new or not explained by another condition, listing the symptoms from the Screening Form for non-personnel (Attachment A-2, available online at www.sfcddcp.org/screen) or using the symptom list available online at www.sfcddcp.org/covid19symptoms; maintain a minimum six-foot distance from others while in line or in the facility or location; wear a face covering or barrier mask (a "Face Covering") at all times; not shake hands or engage in any unnecessary physical contact; and, if they bring their own reusable bags, leave the bags in a shopping cart/basket or carry them and bag their own items after checkout. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12d, issued on December 22, 2020 (the "Face Covering Order"), including as that order is updated in the future. Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. A list of common symptoms of COVID-19 can be found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- 1.2.** Post a copy of the Social Distancing Protocol checklist at each public entrance to the facility or location.
- 1.3.** Distribute to all Personnel copies of the Social Distancing Protocol checklist in hardcopy or electronic format.
- 1.4.** Educate all Personnel on the requirements of the Social Distancing Protocol and any other Health Officer directive that applies.

2. Screening Requirements and Related Restrictions

[Entire section revised 9/14/20; minor edits made 11/3/20] Businesses and other entities in the City that are allowed to operate must screen all Personnel each day using the screening process described in Sections 2.1 through 2.4 below. Attached to this Appendix is the Personnel Screening Attachment (**Attachment A-1**) which provides the three questions that must be used for that purpose. That form may be used, or the business may adapt the questions and the information contained in that form for use through another method such as by phone, text message, email, web interface, or app.

Separately, many businesses and other entities that are allowed to operate are required by separate directives to screen guests, visitors, customers, or others using similar questions. Attached to this Appendix is the San Francisco COVID-19 Health Screening Form for non-personnel (**Attachment A-2**) that may be used for this purpose. If a directive requires use of the San Francisco COVID-19 Health Screening Form, then that form must be used or the business or entity may adapt the questions and the information contained in that form for use through another method such as by phone, text message, email, web interface, or app.

A copy of the applicable screening form should be provided to anyone on request, although a poster or other large-format version of the form may be used to review the questions with people verbally at entrances. Businesses and organizations can use the guidance available online at <https://www.sfcddcp.org/wp-content/uploads/2020/05/COVID19-Screening-Questions-UPDATE-05.26.2020.pdf> for determining how best to conduct screening. The City has flyers, posters, fact sheets, and social media graphics available in multiple languages for use by the community. These resources include posters regarding use of Face Coverings and screening. These resources are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.

The screening requirements listed in this Appendix are subject to any more specific (or different) requirements that apply under any other Health Officer directive or order.

Personnel Screening and Restrictions:

- 2.1.** [Updated 1/20/21] Instruct all Personnel orally and in writing not to come to work or the facility if they answer yes to any of the three questions on the Personnel Screening Attachment (**Attachment A-1**). See www.sfcddcp.org/screen for this form including translations.
- 2.2.** Provide a copy of the Personnel Screening Attachment (A-1) to all Personnel who regularly work at the facility or location in hardcopy format or electronically. PDF and translated versions of the Personnel Screening Attachment can be found at www.sfcddcp.org/screen. If the Personnel Screening Attachment is updated, provide an updated copy to all Personnel. Instead of sending out the attachment, Businesses may (i) adopt the questions and information contained on the Personnel Screening Attachment, (ii) ask Personnel those questions, and (iii) deliver to Personnel the information contained in that form through another format.
- 2.3.** [Updated 3/2/21] Review the three questions on the Personnel Screening Attachment on a daily basis with all Personnel in the City who 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 questions 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 of the three questions on the Personnel Screening Attachment to return home or not come to work and follow the directions on the Attachment. Generally speaking, Personnel with any single COVID-19 symptom that is new or not explained by another condition (and who has not already been diagnosed with COVID-19) MUST have a negative COVID-19 test OR stay out of work for at least 10 days since symptoms started in order to return to work. Those who have been diagnosed with COVID-19 or had a test confirming they have the virus cannot return to work until at least 10 days after their symptoms have started; if they never had symptoms but had a positive COVID-19 test they can return 10 days after the date their test was collected. Those who are close contacts of someone with COVID-19 must generally remain out of work for 10-14 days since their last close contact, and the exact duration depends on their occupation (details can be found at www.sfdcp.org/quarantineduration). Anyone who has received the COVID-19 vaccine should read more about whether they need to quarantine after being a close contact at: www.sfdcp.org/quarantineaftervaccination.

- 2.4.** Instruct Personnel who stayed home or who went home based on the questions listed on the Personnel Screening Attachment that they must follow the instructions on that form as well as any applicable requirements from the quarantine and isolation directives (available at www.sfdph.org/healthorders) 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 if they meet the criteria explained on the Personnel Screening Attachment: www.sfdcp.org/screening-handout. 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 Personnel Screening Attachment. Additional information about isolation and quarantine, including translations, is available online at www.sfdcp.org/i&q.

Guest, Visitor, Customer, and Other People Screening and Restrictions:

- 2.5.** Health Officer directives may require screening of guests, visitors, customers, and others using the San Francisco COVID-19 Health Screening Form for non-personnel (**Attachment A-2**). In general, anyone who answers “yes” to any screening question on the San Francisco COVID-19 Health Screening Form should not enter the business or facility because they are at risk of having the virus that causes COVID-19. The form lists steps that should be taken by anyone who answers “yes” to a screening question. In some instances, a Health Officer directive will require that anyone who answers “yes” to be prevented from entry. In other situations, the Department of Public Health discourages organizations from denying essential services to those who may answer “yes” to any of the questions and encourages organizations to find alternative means to meet clients’ needs that would not require them to enter the facility.

3. Other Personnel and Patron Protection and Sanitation Requirements:

- 3.1.** Businesses must periodically check the following website for any testing requirements for employers and businesses: www.sfdcp.org/covid19. If requirements are added, ensure that the business and all Personnel comply with testing requirements.

- 3.2.** 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. For each directive that applies, review the Health and Safety Plan (HSP) requirements and post an additional HSP 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.
- 3.3.** Instruct all Personnel and patrons to maintain at least a six-foot distance from others, including when in line and when shopping or collecting goods on behalf of patrons, 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 location or facility between Personnel or other people onsite, such as by moving work stations or spreading Personnel out, it must reduce the number of Personnel permitted in the location or facility accordingly.
- 3.4.** 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 exceptions that allow a person not to wear a Face Covering (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.
- 3.5.** If patrons wait in line outside or inside any facility or location operated by the business, require patrons to wear a Face Covering while waiting in line outside or inside the facility or location. This includes taking steps to notify patrons they will not be served if they are in line without a Face Covering and refusing to serve a patron without a Face Covering, as further provided in the Face Covering Order. The business may provide a clean Face Covering to patrons while in line. For clarity, the transaction or service must be aborted if the patron is not wearing a Face Covering. But the business must permit a patron who is excused by the Face Covering Order from wearing a Face Covering to conduct their transaction or obtain service, including by taking steps that can otherwise increase safety for all.
- 3.6.** Provide a sink with soap, water, and paper towels for handwashing for all Personnel working onsite at the facility or location and for patrons if sinks and restrooms are open to patrons. 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.
- 3.7.** Provide hand sanitizer effective against SARS-CoV-2, the virus that causes COVID-19, at appropriate locations for patrons and elsewhere at the facility or location 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 facility or location. But for Personnel who shop, deliver, or drive in relation to their work, the business must provide hand sanitizer effective against SARS-CoV-2 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 SARS-CoV-2 and how to obtain sanitizer, is available online from the Food and Drug Administration here: <https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.

- 3.8.** 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 patrons; 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 United States Environmental Protection Agency as meeting criteria for use against SARS-CoV-2 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- 3.9.** Ensure that all shared devices and 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.
- 3.10.** 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.
- 3.11.** 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.
- 3.12.** 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.
- 3.13.** 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.
- 3.14.** [Revised 8/14/20] Except as listed in this Section 3.14, 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 by wiping the interior and exterior with an approved disinfectant after each use. Water coolers may be used if: i) touch surfaces are wiped down with an approved disinfectant after each use; and ii) any person changing a container-type water cooler must wash their hands or use hand sanitizer immediately prior to handling/replacing the water container.

- 3.15.** When possible, provide a barrier between the patron and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the patron to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.
- 3.16.** Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each patron use. Patrons may pay with cash but to further limit person-to-person contact, Personnel should encourage patrons to use credit, debit, or gift cards for payment.
- 3.17.** 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.
- 3.18.** If an employee or other Personnel tests positive for COVID-19 or SARS-CoV-2, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available at <https://sf.gov/business-guidance-if-staff-member-tests-positive-covid-19>.
- 3.19.** Post signs to advise patrons of the maximum line capacity to ensure that the maximum number of patrons in line is not exceeded. Once the maximum number of patrons is reached, patrons should be advised to return later to prevent buildup of congestion in the line.
- 3.20.** Place tape or other markings on the sidewalk or floor at least six feet apart in patron line areas with signs directing patrons to use the markings to maintain distance.
- 3.21.** 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.
- 3.22.** Ensure that all Personnel who select items on behalf of patrons wear a Face Covering when selecting, packing, and/or delivering items.
- 3.23.** 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
- 3.24.** Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.
- 3.25.** [Added 7/13/20] If patrons bring their own reusable shopping bags, ensure that such bags, even in contexts other than grocery stores, are handled in a manner consistent with Cal/OSHA requirements available at

<https://www.dir.ca.gov/dosh/Coronavirus/COVID-19-Infection-Prevention-in-Grocery-Stores.pdf>, including all of the following:

- Post signs at all entrances with infection control information to patrons, including requiring patrons to leave their own bags in the shopping cart or basket or carry them and bag their own items after checkout;
- Ensure that Personnel do not touch the bags or place items in them;
- Bags must not be placed on a conveyor belt, checkout area countertop, or other surface where patrons are served;
- Ensure that patrons bag their own items if they bring their own bags;
- Bags may not be loaded on the checkout area surface. Items can be left in a cart/basket and bagged elsewhere by the patron after checkout;
- Ensure that patrons maintain physical distancing while bagging their items; and
- Increase the frequency of disinfection in bagging areas and patron service areas frequented by patrons.

3.26. [Added 7/13/20; updated 11/3/20] If a patron has symptoms of COVID-19 (see Section 1.1 above) or is otherwise unable to participate in an appointment or reservation for a COVID-19 related reason, the business must cancel the appointment or reservation if it is not for essential services (such as food, medicine, shelter, or social services) and allow the patron to cancel without any financial penalty. The business may offer to reschedule the appointment or reservation but cannot require rescheduling instead of allowing the patron to cancel. In the healthcare context, more specific Health Officer directives may allow appointments when a patient or client is ill, and the requirements of the directive must be followed in that situation.

3.27. [Added 1/27/21] As soon as possible, but by no later than February 3, 2021, businesses that make break rooms, cafeterias, or other similar indoor spaces available to Personnel must comply with the following requirements:

3.27.1. The business must notify Personnel that they are advised against eating indoors to the greatest extent possible. Where feasible, businesses should provide an outdoor area where Personnel can eat their meals. If Personnel must eat indoors, the business must encourage Personnel to eat away from others, including at their own desks or workspaces. Businesses must discourage Personnel from congregating in cafeterias, break rooms, or other similar indoor spaces.

3.27.2. Businesses must stagger and schedule breaks for their Personnel and the use of break rooms or other similar indoor spaces to avoid crowding and help limit socializing.

3.27.3. Post the following signage in any break room, cafeteria, or similar indoor space. The County is making available templates for the signage available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.

3.27.3.1. A sign bearing the message that: (1) COVID-19 is transmitted through the air, and the risk is generally higher indoors, and (2) seniors and those with health risks should avoid indoor settings with crowds.

- 3.27.3.2.** A sign informing Personnel that they must remain at least six feet away from others outside their Household at all times.
- 3.27.3.3.** A copy of the “Take a Break Safely” Poster (available online at sf.gov/file/covid-break-room).
- 3.27.3.4.** Signage indicating which of the following ventilation strategies are used at the facility: All available windows and doors accessible to fresh outdoor air are kept open; Fully Operational HVAC systems; Appropriately sized portable air cleaners in each room; or None of the above.
- 3.27.4.** Limit the number of people in indoor break rooms, cafeterias, or other similar spaces to the lesser of: (a) 25% of the maximum occupancy; or (b) the number of people that can safely maintain at least six feet of distance from each other at all times.
- 3.27.5.** Businesses that provide onsite food serve to Personnel must operate in accordance with Health Officer Directives 2020-05 (Food Preparation for Essential Delivery Businesses) and 2020-16 (Indoor and Outdoor Dining) and any amendments to those directives. Businesses must strongly encourage Personnel to take food items to-go and eat outside or in areas away from other Personnel. Consider limiting offerings to pre-packed and grab-n-go style meals.
- 3.27.6.** Businesses are strongly recommended to take all available steps to protect their Personnel, including using visual cues to promote proper distancing and expanding the number of break spaces to prevent crowding.

Note – Sections 3.14 and 3.26 control over any contrary language in Health Officer Directive No. 2020-06 until that directive is amended or updated.



Consistent with the State’s Framework for a Safer Economy, San Francisco is allowing certain businesses and other activities to reopen starting January 28, 2021. The decisions to reopen reflected in those documents balance the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

COVID-19 case rates in San Francisco are about twice as high now as they were the last time businesses and activities were open under the State’s purple tier at the end of November and beginning of December. This high rate means generally that twice as many people who you may come into contact with when you are outside your Residence have COVID-19 than before. Most COVID-19 infections are caused by people who have no symptoms of illness. We also face the added risk of new virus variants and mutations in the community, and it is unclear whether these variants may be more contagious or even more deadly.

The opening of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in the order and directives is make these activities and sectors safer for workers and the public. But reopening requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently following all safety protocols and Social Distancing Requirements.

DIRECTIVE OF THE HEALTH OFFICER No. 2020-17b

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR CERTAIN RETAIL BUSINESSES OFFERING IN-STORE
SHOPPING OR SERVICES**

(PUBLIC HEALTH DIRECTIVE)
DATE OF DIRECTIVE: January 27, 2021

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that certain Additional Businesses providing goods and services described below must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 4.e of Health Officer Order No. C19-07s including as it may be amended in the future, (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect on at 8:00 a.m. on January 28, 2021, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, their families, and the community.

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE
SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS
FOLLOWS:**



Health Officer Directive No. 2020-17b

- 1. This Directive applies to all owners, operators, managers, and supervisors of any Additional Businesses that the Stay-Safer-At-Home Order permits to be open to the public in the City and County of San Francisco (the “City”) and that provide:**
 - a) retail goods as described in subsection B(1) of Appendix C-1 of the Stay-Safe-At-Home Order (“Retail Good Providers”), or**
 - b) services involving the pickup of goods or pets for care and generally do not require close contact with customers, as described in subsection B(4) of Appendix C-1 of the Stay-Safe-At-Home Order (“Retail Service Providers”), or**
 - c) outdoor activity equipment rental for permissible outdoor recreational activities, as described in subsection B(5) of Appendix C-1 of the Stay-Safe-At-Home Order (“Retail Equipment Rental Providers”) (together with Retail Good Providers and Retail Service Providers, “Retail Businesses”).**
- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Retail Businesses (the “Best Practices”). Each Retail Business must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Each Retail Business must, before it begins to offer its customers in-store shopping and pickup of goods or services, create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Exhibit B.**
- 4. Guidance from the Department of Public Health related to Retail Businesses offering in-store shopping is attached to this Directive as Exhibit C, and available at <https://www.sfdph.org/directives>.**
- 5. If an aspect, service, or operation of the Retail Business is also covered by another Health Officer directive (all of which are available at <https://www.sfdph.org/directives>), then the Retail Business must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.**
- 6. Each Retail Business must (a) make the Health and Safety Plan available to a member of the public and Personnel on request, (b) provide a summary of the plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the plan at any storefront and at the entrance to any other physical location that the Retail Business operates within the City. Also, each Retail Business must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Order upon demand.**
- 7. Each Retail Business subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12d issued on December 22, 2020, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related supplies to Personnel and to the public, all as required by the Best Practices. If any such Retail Business is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant operation, any such Retail Business is subject to immediate closure and**



Health Officer Directive No. 2020-17b

the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.

8. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with the Retail Business: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; 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 Retail Business. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
9. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Retail Business must stay updated regarding any changes to the Stay-Safe-At-Home Order and this Directive by checking the Department of Public Health website (<https://www.sfdph.org/directives>) regularly.
10. Implementation of this Directive augments—but does not limit—the obligations of each Retail Business under the Stay-Safe-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 6 and subsection 15.h of the Stay-Safe-At-Home Order. The Retail Business must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safe-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

This Directive is issued in furtherance of the purposes of the Stay-Safe-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safe-At-Home Order, constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

Susan Philip, MD, MPH,
Acting Health Officer of the
City and County of San Francisco

Date: January 27, 2021



Exhibit A to Health Officer Directive No. 2020-17b (issued 1/27/2021)

Best Practices for Retail Businesses Offering In-Store Shopping or Services

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07s (the “Stay-Safer-At-Home Order”), each Retail Business that operates in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.

Requirements:

1. Section 1 – Requirements For Retail Businesses Offering In-Store Goods or Services:

- 1.1.*** To minimize the number of customers entering the facility, Retail Businesses that open for in-store operations are strongly encouraged to continue offering alternatives to in-store shopping. For example, Retail Businesses should consider offering or enhancing policies permitting outdoor curbside pickup and drop-off of goods, scheduling of appointments, delivery, and e-commerce. Retail businesses offering curbside pickup or drop-off must continue following the Best Practices for curbside retail contained in Directive 2020-10b (and any future amendment to that directive) for those operations.
- 1.2.*** Make any necessary adjustments to the layout of the Retail Business to allow for proper social distancing. Such changes may include using separate doors as entrances and exits for the facility; creating one-way aisles; adding markers to the floor space to assist with social distancing; spacing racks or shelves six feet or more apart; staggering point of sale terminals; or widening high-traffic areas.
- 1.3.*** Adjust maximum occupancy rules based on the size of the facility to limit the number of people (excluding Personnel) to the **lesser** of: (1) 25% the facility’s maximum occupancy limit or (2) the number of people who can maintain at least six feet of physical distance from each other in the facility at all times.
- 1.4.*** Develop and implement written procedures to “meter” or track the number of persons entering and exiting the facility to ensure that the maximum capacity for the establishment is not exceeded. For example, an employee of the establishment may be posted at each entrance to the facility to perform this function. The establishment must provide a copy of its written “metering” procedures to an enforcement officer upon request and disclose the number of members of the public currently present in the facility.
- 1.5.*** Comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH’s guidance for improved ventilation available at: <https://www.sfdcp.org/COVID-ventilation>.
- 1.6.*** Add all COVID-19 related signage as required by Sections 4.g and 4.h of the Stay-Safer-At-Home Order. The County is making available templates for the signage available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.7.*** Establish a protocol and train Personnel to routinely and safely clean the facility in a manner that complies with the requirements contained in the Social Distancing Protocol (contained in Health Officer No. C19-07s, and any future amendment to that order) (the



“Social Distancing Protocol”). Retail Businesses are strongly encouraged to adjust their business hours to provide extra time for cleaning.

- 1.8.** Ensure customers and Personnel comply with the Social Distancing Protocol. At a minimum, each Retail Business must:
 - 1.8.1.** Require all Personnel to comply with the Face Covering (as provided in Health Order No. C19-12d issued on December 22, 2020, and any future amendment to that order) (the “Face Covering Order”), wash hands frequently before handling merchandise, and maintain physical distance of at least 6-feet to the extent possible.
 - 1.8.2.** Establish designated areas/lines with markings on the ground to indicate 6-foot distancing for patrons.
 - 1.8.3.** Create directional paths of travel where feasible (e.g. separate entrance and exit for patrons, lines for restrooms).
 - 1.8.4.** Advise customers that they must comply with the Face Covering Order.
- 1.9.** Establish procedures for safe handling and sanitization of returned merchandise that can be safely cleaned, such as goods with hard, non-porous surfaces. Such items must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol. Consider encouraging customers to send returns or exchanges by a delivery service to reduce unnecessary contact. If feasible, Retail Businesses should isolate returned merchandise that cannot be sanitized for twenty-four hours before returning it to the sales floor.
- 1.10.** Limit the number of customers waiting in line to enter the Retail Business at any one time to a number that allows for customers and Personnel to easily maintain at least six feet of distance from one another and allows sufficient sidewalk space to allow safe pedestrian right-of-way at all times.
- 1.11.** Provide customers with access to hand sanitizer, such as near entrances and exits and at the register or other point-of-sale locations. Provide signage in the store encouraging customers to use hand sanitizer before touching merchandise. The signage must also strongly encourage customers refrain from touching merchandise unnecessarily and to only touch items they are interested in purchasing. Personnel must routinely sanitize merchandise and other high-touch surfaces that can be safely cleaned in a manner that complies with the requirements contained in the Social Distancing Protocol.
- 1.12.** Prohibit customers from self-sampling products in-store, such as perfumes, makeup, or skincare and haircare products. Retail Businesses may permit Personnel to offer samples of non-edible products, but only if the samples can be provided while maintaining at least six-feet of distance between the Personnel and customers and using single-use, disposable materials, such as plastic applicators or containers. Retail Businesses may not offer samples of edible products.
- 1.13.** Consider closing restrooms in the facility to customers. If the restroom will remain open to customers, the Retail Business must comply with the sanitation requirements of the Social Distancing Protocol. Retail Businesses are also highly encouraged to monitor use of restrooms by either requiring a key to access or stationing a bathroom attendant nearby.
- 1.14.** Retail Businesses must establish a training procedure for Personnel to educate them about cleaning and social distancing requirements. Retail Businesses are highly encouraged to



provide Personnel with training on de-escalation techniques for addressing customers to refuse to comply with the Social Distancing Protocol or Face Covering Order.

2. Section 2: Requirements Specific to Retail Businesses Selling Clothing or Other Items that Come Into Contact with the Body

2.1. Consider closing fitting rooms to customers. If fitting rooms remain open, the Retail Business must take the following precautions:

2.1.1. Provide customers with hand sanitizer in or near the fitting room and require that they use it before and after trying on clothing.

2.1.2. Ensure fitting rooms are routinely sanitized, including cleaning all non-porous surfaces in a manner that complies with the sanitation guidance contained in the Social Distancing Protocol.

2.1.3. If the fitting room has a curtain that cannot be routinely sanitized, consider replacing it with a different type of covering that can be sanitized.

2.1.4. Assign and train Personnel to attend fitting rooms to ensure proper sanitization.

2.2. Require customers to wear Face Coverings while they are trying on merchandise.

2.3. After a customer tries on merchandise, if the item is not purchased by the customer, the item should be returned to Personnel for cleaning or sanitizing if feasible. For example, Retail Businesses are strongly encouraged to steam-clean clothing before returning it to the sale floor.

Checklist

Health Officer Directive No. 2020-17b (Exhibit B) Health and Safety Plan (issued 1/27/2021)

Each Retail Business must complete, post onsite, and follow this Health and Safety Plan.

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

Business/Entity name: **Haight Street Art Center**

Contact name: **Robin Gascon**

Facility Address: **County Fair Building 9th Ave & Lincoln Way, San Francisco, CA 94122**

Contact telephone: **650-804-8497**

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

- Business is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-17b, available at www.sfdph.org/directives.
- Completed layout changes to ensure social distancing is possible in store, including adjusting maximum capacity to no more than 25% (excluding Personnel).
- Implement a metering plan to monitor capacity limits.
- Add all required signage regarding COVID-19 safety and ventilation.
- Personnel and customers are required to comply with the Face Covering Order.
- Established designated areas/lines with markings on the ground to indicate 6-foot distancing for patrons.
- Customers are advised that they must comply with the Face Covering Order.
- Established and implemented policy for safe return of merchandise.
- Provides customers with access to hand sanitizer.
- Added signage for customers regarding use of hand sanitizer and merchandise handling.
- Routinely sanitize merchandise and other high-touch surfaces that can be safely cleaned.
- Removed all self-serve in-store samples from the sales floor.
- Restrooms are closed or routinely cleaned and sanitized.
- Trained Personnel to comply with cleaning and social distancing requirements.

Additional Measures

Explain: **Merchandise will not be able to be touched by customers prior to purchasing. We will not offer returns of merchandise.**



Tips for Retail Businesses Offering In-Store Shopping or Services During COVID-19

Updated January 27, 2021

AUDIENCE: Businesses that offer in-store retail, services, and outdoor equipment rental during the COVID-19 pandemic.

Summary of revisions since previous versions

- Refer to the [Business Capacities and Activities Table \(BCAT\)](#) for all current restrictions, limitations and suspensions.
- Added the information about the COVID-19 Vaccine.
- Includes information about CA Notify and a recommendation to get a COVID-19 vaccination when it becomes available.
- New or revised information on ventilation, mandatory metering and signage.

COVID-19 Information

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person breathes. Even more droplets can get in the air when infected people talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms and can still be breathing out virus-containing droplets that can infect others. Transmission can occur through:

- Larger droplets. These larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.
- Smaller droplets or infectious particles. These can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

COVID-19 Prevention

- [Wash your hands often with soap and water.](#) If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70 % isopropanol.
- [Avoid Close Contact.](#) To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don’t live in your Household.
- [Wear a Face Covering.](#) Cover your mouth and nose with a Face Covering in public settings and when around people who don’t live in your Household.
- [Routinely clean and disinfect](#) frequently touched surfaces.



- [Monitor Your Health Daily](#). Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

Indoor Risk

Scientists agree that the risk of transmitting COVID-19 is generally much greater indoors than outdoors. Consider the increased risk to yourself and your community while planning activities and dining. Any increase in the number of people indoors or the length of time spent indoors increases risk. Small rooms, narrow hallways, small elevators, and weak ventilation all increase indoor risk. Each activity that can be done outdoors, remotely, or by teleconference reduces risk. More detail can be found at www.sfgdcp.org/indoorkick

The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Whenever you are in a room or space that has been shared or is shared with people from outside your household assure yourself that there is good ventilation and that doors and windows are open, if possible.

COVID-19 vaccine is here

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC as well as California's own Scientific Safety Review Workgroup have reviewed all data from clinical trials to ensure the safety and effectiveness of all COVID-19 vaccines. **When the vaccine is available to you, step up for your health, the health of your loved ones, the health of your community, and get vaccinated.** While the vaccine may prevent you from getting sick, we still do not know if people who have been vaccinated can still get the virus and spread COVID-19 to others. Therefore it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to continue using all the tools available to help stop this pandemic: wearing a mask that covers your mouth and nose when outside your home, avoiding gatherings, avoiding being indoors with people you don't live with, staying at least 6 feet away from others, and washing your hands often. Find out more about the vaccine, including where and when to get it at: sf.gov/covidvax

Prepare: Before Your Business Re-Opens

Create Required Plans and Protocols and Post Required Signage

All required signage with approved language is available at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.

The following must be available for all personnel and posted at the entrance or elsewhere on the business site.

- Fill out and post the [Health and Safety Plan](#) template for Directive 2020-17. If other [Directives](#) apply to your business, you may need to complete more than one Health and Safety Plan.
- Complete and post the [Social Distancing Protocol](#) and any signs that are required by that document.



- Post [signage about the risk of being indoors](#)
- Display the [poster with information about reporting health order violations](#)
- Review the San Francisco Department of Public Health (SFPDH) [Ventilation Guidance](#) and keep an annotated copy available. Ventilation guidance from recognized authorities such as the Centers for Disease Control, ASHRAE, or the State of California may be used instead.

Post signage at public entrances and in all break rooms indicating which of the following systems are used:

- All available windows and doors accessible to fresh outdoor air are kept open
- Fully operational HVAC systems
- Appropriately sized portable air cleaners in each room
- None of the above

Create a Safer Space for Personnel and Customers

You may need to change the physical layout of your business to help social distancing for customers and personnel. Modifications to consider or that are required include:

- All businesses are required to establish a Mandatory Metering System to ensure maximum Capacity Levels specified in the [Business Capacities and Activities Table \(BCAT\)](#) are not exceeded.
 - Develop and implement a written procedure to track the number of persons entering and exiting the facility to ensure at or below allowable capacity.
 - Consider designating personnel to monitor store capacity.
 - Consider increasing the number of on-premises staff to prevent crowding situations during holiday season.
- Provide customers with easy access to hand sanitizer.
- Regularly disinfect high touch areas, including countertops, payment systems, pens, doorknobs, carts/baskets, point of sales area, exit/entrance, and so forth.
- Consider setting special hours for Older Adults and those with Health Risks to shop and avoid exposure to crowds.
- Ensure social distancing protocols and safety measures are maintained.
 - Create designated circles or lines with marking on the ground to indicate six-foot distancing for customers.
 - Create directional paths of travels if applicable, such as one-way entrance and exit for customers, signs for bathrooms.
 - Consider using single line queue, instead of multiple line queues, to reduce customers' wait time and enable easy management of queues.
 - Consider setting up a queue management system to only allow limited number of shoppers at a time so that a six-foot distancing can be maintained among patrons and Personnel at all times, for small square footage or mom-and-pop stores where hiring a designated staff is not necessary or feasible.
 - Maintain Plexiglas or other barriers between customers and cashier. If not possible, please ensure at least six feet of distance.
- Consider outdoor sales -- refer to [the Curbside Retail Guideline](#) for additional information.



- Utilize the [Shared Spaces](#) program for operations on the sidewalk or parking lane
- If operating outdoors, make sure your operations do not block pedestrian passage and ensure people with disabilities have full access.
- Promote flu vaccination.
 - Post signage to encourage flu vaccine among personnel and participants.
 - Flu vaccines are critical in the fight against COVID-19 by (1) keeping workers and communities healthy and (2) reducing strain on our healthcare and testing systems that are responding to COVID-19. Find out more information at <https://sfcdcp.org/flu>.

Educate and Train Personnel

Businesses should designate a Worksite Safety Monitor who will ensure that Personnel properly clean and disinfect, [screen customers for symptoms](#), and monitor the number of customers in the store or in line. Consider training the Worksite Safety Monitor and other Personnel on de-escalation with customers who do not comply with policies. Personnel may worry about their own risks, so provide resources to address anxiety, stress, and mental health.

Provide information on sick leave and other benefits the employee may be entitled to receive that would make it financially easier to stay at home (see [Paid sick leave in San Francisco](#)). Remember that employees cannot be fired due to COVID-19 results or needed time off related to COVID-19.

Provide information on [CA Notify \(canotify.ca.gov\)](#), an app you can install on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

Check Your Space after the Long Period of Low Usage

If your business has been closed for weeks or months, check for pest infestation or harborage, and make sure all pest control measures are functioning. Perform routine maintenance on ventilation systems including air ducts and vents. Flush out the stagnant water from the plumbing lines by running water through fixtures. Detailed guidance may be found at: <https://www.sfwater.org/flushingguidance>.

Getting Back to Business

Follow the Best Practices in [Exhibit A of Directive 2020-17](#). To help compliance, you may need to ask customers to change the way they interact with your business and your products. Changes may include:

- Strongly encourage customers to refrain from touching merchandise unnecessarily and to use hand sanitizer before touching merchandise or upon entry to your business.
- Establish procedures for safe handling and cleaning of returned merchandise.
- Prohibit self-sampling of items such as cosmetics and perfume.
- Consider closing fitting rooms to customers if you can't implement best practices such as cleaning clothing before returning to sale and frequent cleaning of fitting rooms.
- If customers bring their own bags from home ensure that:
 - bags are not placed directly on conveyor belts, outside of shopping carts, or any other surface where customers are served.
 - reusable bags make no contact with employees.
 - customers bag their own merchandise.



- customers do not bag merchandise in the checkout area if they cannot maintain physical distancing.
- If your business uses self-service bins (“Bulk Bins”) for any type of bulk products that customers dispense themselves into containers, follow the requirements in section 3.3 of [Directive 2020-07](#):
 - Signage reminding customers to sanitize their hands, keep their masks on, and maintain 6 foot distance from other customers must be posted next to the Bulk Bins;
 - Hand Sanitizing Stations must be made available next to bins;
 - Reusable containers are allowed only if no one else, including at checkout, will touch the container. Your business must provide containers if this is not possible;
 - Consider providing disposable serving scoops or other utensils and designate this area for more frequent sanitizing by Personnel.

Restrooms for Customers

Consider closing the restroom if you are not able to comply with the sanitation requirements of the Social Distancing and Health Protocol. Businesses are encouraged to monitor use of restrooms by either requiring a key to access or stationing a restroom attendant nearby.

Retail Stores in an Enclosed Indoor Shopping Center

Retail stores in an enclosed Indoor Shopping Center that do not have direct access to adjacent sidewalk, street, parking lot, or alley area, may open for in-store retail as specified in the [Business Capacities and Activities](#) table, and with approval of a plan submitted to the Health Officer.

Resources

- San Francisco:
 - [SFPDH Communicable Disease Control and Prevention COVID-19 information](#)
 - SF.GOV [comprehensive resources for businesses during the COVID-19 pandemic](#).
 - [Downloadable signage to print yourself](#), or to request [printed posters](#)
 - How to get tested for COVID-19 in San Francisco <https://sf.gov/citytestsf>
 - Information from the [San Francisco Office of Economic and Workforce Development about COVID-19](#), such as employer requirements, employee benefits, and resources
 - [Paid sick leave in San Francisco](#)
- California:
 - [State of California Blueprint for a Safer Economy](#)
 - [Guidance for Retailers](#) from the State of California
 - CAL OSHA [information on protecting workers from COVID-19](#)
 - [CA Notify](#) is an app that can notify you when you come into close proximity to others infected with COVID-19
 - [COVID-19 Vaccine Information at sf.gov/covidvax](#).
- Centers for Disease Control (CDC)
 - [CDC Resuming Business Toolkit](#)
 - [CDC Return to Work Guidance](#)

Further Magic: A Psychedelic Poster Journey
Hall of Flowers - Golden Gate Park - Entry Exit Areas



