



Council Chambers
Council Chambers – 2nd Floor
555 Santa Clara Street
Vallejo, CA 94590
www.cityofvallejo.net

AGENDA

MCCUNE COLLECTION COMMISSION SPECIAL MEETING – 4:30 PM. February 4, 2021 Council Chambers

COMMISSIONERS

Henry Beecher, Chair
Guy Brookshire, Vice Chair
Joanne Schivley,
Treasurer
James Petka
Toni Wein

PUBLIC COMMENT: Members of the Public may provide public comments during the Commission Meeting via ZOOM (<https://ZoomRegular.Cityofvallejo.net>), or via phone, by dialing (669) 900-6833.

For additional instructions on how to speak during public comment, please visit, www.cityofvallejo.net/publiccomment

VIEW THE MEETING: There are three different ways you can view this public meeting:

- Watch Vallejo local channel 28
- Stream from the City website: www.cityofvallejo.net/Streaming
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This AGENDA contains a brief general description of each item to be considered. The posting of the recommended actions does not indicate what action may be taken. If comments come to the McCune Collection Commission without prior notice and are not listed on the AGENDA, no specific answers or response should be expected at this meeting per State law.

Pursuant to the Government Code Section 54954.3 (The Brown Act), members of the public shall be afforded the opportunity to speak on any agenda item of interest to them provided they are first recognized by the presiding officer. Members of the public wishing to be so recognized are requested to submit a completed speaker card to the Executive Secretary of the Commission prior to the consideration of the item.

Those wishing to address McCune Collection Commission on any matter for which another opportunity to speak is not provided on the AGENDA but which is within the jurisdiction of the McCune Collection Commission to resolve may come forward to the podium during the "COMMUNITY FORUM" portion of the AGENDA.

Members of the public have the right to speak on any item on this agenda. Those wishing to address the McCune Collection Commission: 1) during the Community Forum are limited to three minutes pursuant to Vallejo Municipal Code Section 2.20.300; and 2) on a Consent Calendar item are limited to three minutes pursuant to Vallejo Municipal Code Section 2.02.310.

Notice of Availability of Public Records: All public records relating to an open session item, which are not exempt from disclosure pursuant to the Public Records Act, that are distributed to a majority of the commissioners will be available for public inspection at the City Clerk's Office, 555 Santa Clara Street, 3rd Floor, Vallejo, CA at the same time that the public records are distributed or made available to the commissioners. Such documents may also be available on the City of Vallejo website at <http://www.cityofvallejo.net> subject to staff's ability to post the documents prior to the meeting. Information may be obtained by calling (707) 648-4527.

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McCune Room is ADA compliant. Devices for the hearing impaired are available from the City Clerk. Requests for disability related modifications or accommodations, aids or services may be made by a person with a disability to the City Clerk no less than 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act of 1990 and the federal rules and regulations adopted in implementation thereof.

Please call (707) 674-4082 if outside gate is closed.

CITY OF VALLEJO MCCUNE COLLECTION COMMISSION AGENDA

February 4, 2021

Page | 2

1. CALL TO ORDER

2. ROLL CALL

3. COMMUNICATIONS

- A. Report from City staff to the McCune Collection Commission
- B. Report from Council Liaison to the McCune Collection Commission
- C. Report from McCune Foundation to the McCune Collection Commission
- D. Others

E. ACTIVITY REPORTS

- 1. Program Series
- 2. Website
- 3. Art Walk
- 4. Volunteer Program
- 5. Writers Workshop
- 6. Book Club
- 7. Children's Outreach

4. COMMUNITY FORUM

Anyone wishing to address the commission on any matter for which another opportunity to speak is not provided on the agenda, and which is within the jurisdiction of the commission to resolve, is requested to submit a completed speaker card to the Executive Secretary of the Commission. When called upon, each speaker should state his /her name, and address for the record. The conduct of the community forum shall be limited to a maximum of fifteen (15) minutes, with each speaker limited to three minutes pursuant to Vallejo Municipal Code Section 2.20.300.

5. CONSENT CALENDAR AND APPROVAL OF AGENDA

Members of the public wishing to address the commission on Consent Calendar Items are requested to submit a completed speaker card to the Executive Secretary to the Commission. Each speaker is limited to three minutes pursuant to Vallejo Municipal Code Section 2.02.310. Requests for removal of Consent Items received from the public are subject to approval by a majority vote of the commission. Items removed from the commission will be heard immediately after approval of the Consent Calendar and Agenda.

A. Approval of Agenda & Minutes

Recommendation: By motion, approve the agenda for the Special Meeting, February 4, 2021 of the McCune Collection Commission and approval of the minutes from the December 7, 2020 regular meeting.

6. CHAIR'S REPORT

7. RECURRING BUSINESS

A. Acquisition of Items Donated to the McCune Collection (attachment)

Action: By motion approve/deny acquisition of donated item(s).

B. Submission of Monthly Receipts for Reimbursement

C. McCune Room use requests

Action: By motion approve/deny room use request.

8. NEW/UNFINISHED BUSINESS

CITY OF VALLEJO MCCUNE COLLECTION COMMISSION AGENDA

February 4, 2021

Page | 3

A. Treasurer's Report

Action: By motion, approve the Treasurer's Report ending on June 30, 2020.

B. Budget Ad-Hoc Committee for Mid-Year Fiscal Year FY 2020-21 review and FY 2021-22 Consideration

Action: By motion, approve Mid-Year Budget FY 2020-21 and FY 2021-22 budget

C. Ad-Hoc Reopening Committee Report

Action: Information only

9. ANNOUNCEMENTS

10. FUTURE AGENDA ITEMS

A. Discussion of Agenda Items for Future Meetings

- i. Discuss Partnership with and Role of the McCune Foundation
- ii. Consider Use of the Albion Press, Policy and Procedures for Use
- iii. Writer's Workshop Public Reading
- iv. Policy Book/Municipal Code Amendments
- v. Grant Update
- vi. Academic Outreach (McCune data on OAC)
- vii. Fundraising Event with the McCune Foundation

11. NEXT MEETING DATE: To be determined

12. ADJOURNMENT

ADDITIONAL CITY INFORMATION

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I, Annette Taylor, Staff Liaison, do hereby certify that we have caused a true copy of the above notice and agenda to be delivered to each of the members of the McCune Collection Commission, at the time and in the manner prescribed by law and that this agenda was posted at City Hall, 555 Santa Clara Street, CA at 5:00 p.m., February 1, 2021.

Dated: February 1, 2020

Annette Taylor

Annette Taylor, Staff Liaison

Due to the Coronavirus emergency, all City Council meetings will be held via teleconference. Members of the public may provide public comments during the City Council Meeting via ZOOM

- <https://ZoomRegular.CityofVallejo.net>
- Option to join by phone:
- Dial (669) 900-6833
- Enter Meeting ID: 914 0075 0676#
- Press *9 to digitally raise your hand from the phone
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McCune Collection of Art and Rare Books
Outline of Book Conservation Assessment Report

Introduction:

Objectives and Methodology

Objectives

- Assessment of environment
- identification and prioritization of problem situations
- Establishment of appropriate maintenance and management regimes
- Implement sustainable and appropriate solutions, where necessary
- Prioritize objects for conservation treatments
- Recommend conservators

Methodology

- Phase 1: Preparation
- Phase 2: On-site Observations and Interviews
- Phase 3: Collaborative Analysis and Strategies
- Phase 4: Preparation of Assessment Report

Section I:

Data and Analyses

Institutional Background

Macro-Environment of the McCune

Climate Characterizations

- Temperature
- Relative Humidity
- Precipitation
- Wind and Air Movement
- Solar Radiation
- Air Quality
- Particulates
- Gaseous Pollutants
- Insects
- Vegetation and Landscaping
- Surrounding Construction
 - Adjacent Buildings
 - Pavements
 - Water Sources
 - Historic Context

Building Characterizations

- Thermal Performance and Response
- Moisture
- Ventilation and Filtration
- Natural Light
- Structure
- Fire Resistance and Protection
- Physical Security

Collection Characterizations

- Primary Factors Affecting Condition
- Binding Types and Conditions
- Paper Types and Conditions
- Casing Types and Conditions
- Summary of Defects & Concerns

- Collection Environment
 - Collection Use and Management
 - Sensitivities of the Materials to Climate Causes of Deterioration
 - Chief Risk Factors
- Threats to the Collection and Building from Natural/Man-Made Emergencies
 - Institutional Preparedness
 - Threat Characterizations
 - Fire
 - Wind/Hurricane/Typhoon
 - Lightning
 - Flooding
 - Seismic
 - Security

Section II:

Recommended Strategies

- Materials Handling Workshop
- Environmental Adjustments/Mediations
- Priorities for Conservation Treatments

Section III:

Proposed Phases for Implementation

MINUTES

MCCUNE COLLECTION COMMISSION REGULAR MEETING – 4:33 PM. December 7, 2020 Council Chambers

1. CALL TO ORDER – 4:30 pm

Guy Brookshire, Chair
Joanne Schively, Treasurer
Commissioner Henry Beecher
Commissioner James Petka
Commissioner Toni Wein

2. ROLL CALL

Present: Guy Brookshire, Chair; Commissioners Joanne Schively, Henry Beecher, James Petka, Toni Wein (given Oath of Office after start of meeting)

3. COMMUNICATIONS

- A. Report from City staff to the McCune Collection Commission
 - 1. First time Commission met since March due to COVID-19, actionable items to discuss; may not hold meetings on a regular basis due to Shelter in Place order
- B. Report from Council Liaison to the McCune Collection Commission
 - 1. Joined meeting approximately 5:00 p.m. Gave Commissioner Wein the Oath of Office. Reported that he was glad to see the Commission is meeting again and welcome to the new Commissioners
- C. Report from McCune Foundation to the McCune Collection Commission
 - Reported that there was progress on joint project, Condition Assessment, an 18-month project, all data collection finished during the summer; consultant working on final report; schedule at future meeting separate discussion to provide outline on what report will involve; discuss the last scope of project, a 3 to 4 hour workshop for commissions and possibly city staff or foundation members on preservation basics; no urgency, part of what was paid for from Commissioner and Foundation monies
- D. Others
- E. ACTIVITY REPORTS
 - 1. Program Series
 - No report due to shutdown
 - 2. Website
 - No report due to shutdown
 - 3. Art Walk
 - Naomi Stein Cooper able to give talk and virtual talk; she has taken artwork out of the McCune; no complicated hand over because artwork has been removed
 - 4. Volunteer Program
 - No report due to shutdown
 - 5. Writers Workshop
 - Continue to hold workshops via Zoom, have gained new writers

CITY OF VALLEJO MCCUNE COLLECTION COMMISSION MINUTES

December 7, 2020

Page | 3

Action: Nominate and vote on Officers positions, Chair, Vice Chair, Treasurer. By motion, approve officers for the calendar year 2021.

Commissioner Schivley nominates Commissioner Beecher for the Chair position. Motion made by Commissioner Schivley, seconded by Commissioner Petka. Approved unanimously, 5-0.

Commissioner Beecher nominates Commissioner Brookshire for the Vice Chair position. Motion by Commissioner Beecher, seconded by Commissioner Petka. Approved unanimously, 5-0.

Commissioner Beecher nominates Commissioner Schivley for the Treasurer position. Motion by Commissioner Beecher, seconded by Commissioner Brookshire. Approved unanimously, 5-0.

- B. Formation of Budget Ad-Hoc Committee for mid-year Fiscal Year (FY) 2020-21 review and FY 2021-22 Consideration

Action: By motion, consider formation of an Ad-Hoc Committee for Budgeting purposes

Motion to appoint an Ad-Hoc Committee of Commissioners Wein, Beecher, and Schivley made by Commissioner Schivley, seconded by Commissioner Petka. Approved unanimously, 4-0, with Commissioner Wein not given the Oath of Office.

Note: Council Liaison Brown joined the meeting and gave the Oath of Office to Commissioner Wein.

- C. Formation of Reopening Ad-Hoc Committee for the reopening of the McCune Room to the public

Action: By Chair's privilege, formed Ad-Hoc Committee consisting of Commissioners Beecher, Petka and Schivley

9. ANNOUNCEMENTS

None

10. FUTURE AGENDA ITEMS

A. Discussion of Agenda Items for Future Meetings

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- ii. Consider Use of the Albion Press, Policy and Procedures for Use
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- v. Grant Update
- vi. Academic Outreach (McCune data on OAC)
- vii. Fundraising Event with the McCune Foundation

CITY OF VALLEJO MCCUNE COLLECTION COMMISSION MINUTES
December 7, 2020
Page | 4

11. **NEXT MEETING DATE:** February 1, 2021, 4:30 p.m.
12. **ADJOURNMENT – 5:31 p.m.**

8A

[illegible]

McCune Commission 2021-2022 Budget

88

Submitted: 02.04.2021

Adopted:

Income

Projected allocation from Endowment Fund 2021-2022 (July 1)	2,500.00	
Held-back receipts from prior fiscal year 2020-2021	<u>0.00</u>	
Projected opening balance for fiscal year 2021-2022 (July 1)	2,500.00	
 Projected City of Vallejo contribution 2021-2022 (July 1)		2,500.00
 Total income	2,500.00	2,500.00

Expenditures

	2021-22:	Endowment	COV	2020-21 Actuals (as of 12/20)
Facility Maintenance Program¹	This program is a minimal requirement to house the Collection			
Janitorial Supplies		25.00		
Office Supplies		150.00		
Bldg Maintenance				(alarm, carpet, lights, etc.)
Security Services			1,181.76	(12 x 4-hr events)
 Collection Maintenance Program²	Funding constraints limit this program to essential maintenance			
Acquisitions				
Preservation/Archival			1,318.24	1295.00
Display				
 Outreach Program³	This program is essential for public access to the Collection			
Hospitality & Supplies		500.00		
Printing ⁴		660.00		
Mailing/Postage		440.00		
Program Reserve		700.00		(honoraria, etc. as needed)
 Total Expenditures		2,475.00	2,500.00	1295.00
 Contingency		25.00	0.00	
 Expenditures + Contingency		2,500.00	2,500.00	

NOTES:

The McCune Collection is entrusted to the City of Vallejo and thus belongs to all citizens of Vallejo. Therefore the McCune Commission places a high priority on making the Collection available for the public to enjoy. Public Outreach Programs focus on 12 monthly lectures, participation in monthly Art Walks and regular docent hours. These events are free and the primary means by which the Commission makes the Collection available to the public.

¹ Janitorial covers bathroom/kitchen cleaning supplies, vacuum bags, etc.

Office supplies covers everything not janitorial or paper & toner;

Security services are contracted with First Security at COV rates.

² Preservation/Archival covers materials/supplies & outside professional services.

³ Hospitality & Supplies covers food, beverages, cups, plates, napkins, etc for events;

Mailing/Postage based on sending to 300-350 recipients quarterly @ postcard rates.

⁴ Outside printing contingent upon prior Commission approval;

Variable expenditure in excess of \$100 contingent upon prior Commission approval.

City of Vallejo
McCune Endowment Fund

	Beginning Balance	Interest Amount	%	Disbursements Payments	Ending Balance
FY 1987	-	64,625.00		-	64,625.00
FY 1988	64,625.00	13,880.00		4,319.00	74,186.00
FY 1989	74,000.00	7,000.00		7,000.00	74,000.00
FY 1990	73,582.00	5,956.00		-	79,538.00
FY 1991	79,538.00	7,233.00		36.00	86,735.00
FY 1992	86,735.00	6,305.00		-	93,040.00
FY 1993	93,040.00	5,382.00		6,526.00	91,896.00
FY 1994	91,896.00	3,814.00		3,019.00	92,691.00
FY 1995	94,285.00	-		-	94,285.00
FY 1996	94,285.00	5,975.00		706.00	99,554.00
FY 1997	99,554.00	5,007.00		3,500.00	101,061.00
FY 1998	101,061.00	6,338.00		5,000.00	102,399.00
FY 1999	102,399.00	3,602.00		3,929.00	102,072.00
FY 2000	102,072.00	7,939.44	7.97%	2,500.00	107,511.44
FY 2001	107,511.44	7,029.81	6.69%	2,500.00	112,041.25
FY 2002	112,041.25	2,363.85	2.16%	2,500.00	111,905.10
FY 2003	111,905.10	4,755.57	4.41%	4,000.00	112,660.67
FY 2004	112,660.67	4,213.77	3.74%	-	116,874.44
FY 2005	116,874.44	2,847.02	2.48%	2,000.00	117,721.46
FY 2006	117,721.46	1,941.92	1.70%	3,700.00	115,963.38
FY 2007	115,963.38	6,270.00	5.50%	1,942.00	120,291.38
FY 2008	120,291.38	7,494.00	6.44%	4,000.00	123,785.38
FY 2009	123,785.38	5,495.00	4.71%	7,000.00	122,280.38
FY 2010	122,280.38	2,739.00	2.34%	5,000.00	120,019.38
FY 2011	120,019.38	1,634.00	1.36%	-	121,653.38
FY 2012	121,653.38	1,328.00	1.14%	5,000.00	117,981.38
FY 2013	117,981.38	66.00	0.06%	4,000.00	114,047.38
FY 2014	114,047.38	1,095.00	1.00%	4,000.00	111,142.38
FY 2015	111,142.38	897.00	0.84%	4,000.00	108,039.38
FY 2016	108,039.38	1,692.00	1.57%	-	109,731.38
FY 2017	109,731.38	246.00	0.23%	5,038.94	104,938.44
FY 2018	104,938.44	605.00	0.59%	2,345.52	103,197.92
FY 2019	103,197.92	3,562.00	3.50%	1,427.75	105,332.17
FY 2020	105,332.17	4,313.00	4.17%	1,842.13	107,803.04
Total	102,399.00	72,129.38		66,725.34	107,803.04

Fund Balance Classification

Non Spendable (principal endowment)	64,625.00
Restricted (net accumulated earnings)	43,178.04
Total	107,803.04

**Ad Hoc Committee Recommendation
On Applying CDPH Guidance
To Re-opening The McCune Collection**

1. Initial Objective: a "No touch" McCune experience

Resuming ONLY Saturday docent hours noon-2pm (additional visits by request/reservation?)
Limiting room capacity to 14 INCLUDING docents (15% of 90 – occupancy limit in *McCune Policybook* draft)
NO hospitality; NO handling of books or objects (cases remain closed); NO visitor access to small bathroom
Visitors can take/keep a brochure and/or self-guided tour pamphlet

N.B. The following table includes the three available categories in which the McCune Collection could most closely fit

2. CA's Blueprint for a Safer Economy

Risk Level	Bookstores/Libraries (follow Retail)	Museums/Galleries/Zoos/Aquariums	
Tier 1: Purple - Widespread	Indoor operation at 25% capacity* with modifications per guidance	Outdoor operation only with modifications per guidance	* Grocers at 50% capacity
Tier 2: Red - Substantial	Indoor operation at 50% capacity* with modifications per guidance	Indoor operation at 25% capacity with modifications per guidance	* Grocers at 100% capacity
Tier 3: Orange - Moderate	Indoor operation at 100% capacity with modifications per guidance	Indoor operation at 50% capacity with modifications per guidance	
Tier 4: Yellow - Minimal	Indoor operation at 100% capacity with modifications per guidance	Indoor operation at 100% capacity with modifications per guidance	

N.B. The following table excludes items in the full guidance which clearly do not apply to the operational circumstances of the McCune Collection

3. CDPH COVID-19 Industry Guidance for Retail

Section	Item	Compliance	Comment/Note
A. Written Workplace Specific Plan	Person(s) responsible for implementing plan	McCune Commissioners have collective responsibility	
	COVID-19 training & communication of plan to workers	See section B of this table	
	Risk assessment & measures for preventing virus spread	See sections C & D of this table	
	Use of face covering s per CDPH guidance	Required in any indoor public space	Specific exemptions apply per Guidance-For-Using-Face-Coverings.PDF
	Process to check compliance & document/correct deficiencies	Concerns to be reported to Commission Chair	
	Process to investigate COVID cases in the workplace; alert local health dept & isolate contacts	SPH Responding_to_COVID-19_in_the Workplace.PDF	Commission/City staff collaboration
	Workplace outbreak protocol(s) per CDPH guidance	Workplace-Outbreak-Reporting.PDF	Commission/City staff collaboration

B. Worker & Volunteer Training	COVID-19 information; preventing spread; knowing who is especially vulnerable	Things-You-Need-To-Know.PDF Protecting-Yourself-&-Others.PDF What-To-Do-If-At- Higher-Risk.PDF	Include in Powerpoint and/or PDF training resource
	Self-screening including temperature & symptom checks per CDC guidance	CDC self-checker software tool/app Coronavirus-Self-Checker.PDF	Include in Powerpoint and/or PDF training resource
	Importance of not coming to the workplace if experiencing symptoms per CDC guidance; or after close contact with someone testing positive	When-To-Quarantine.PDF close contact: within 6ft of an infected person for a cumulative total of 15 minutes or more over a 24-hour period	Include in Powerpoint and/or PDF training resource
	Returning to workplace after a COVID-19 diagnosis only when meeting CDPH guidance	"Time & Symptom" based approach (negative test result not required) Returning-To-Work-After-COVID.PDF	Include in Powerpoint and/or PDF training resource
	When to seek emergency medical attention per CDC guidance	Symptoms-Of-Coronavirus.PDF	Include in Powerpoint and/or PDF training resource
	Importance of hand washing using appropriate types of hand sanitizer	60% or better alcohol content Selecting-&-Using-Hand-Sanitizer.PDF	Include in Powerpoint and/or PDF training resource
	Importance of physical distancing in the workplace and elsewhere	6ft minimum Social-Distancing.PDF	Include in Powerpoint and/or PDF training resource
	Proper use of face covers per CDPH guidance	Guidance-For-Using-Face-Coverings.PDF	Include in Powerpoint and/or PDF training resource
	Conduct visitor symptom screening per CDC guidance	Visitor-Entry-Self-Certification.PDF Place signage on lobby doors	Disclaimer notice provided by Solano county Sign provided by CDC
	Encourage workers and visitors who are ill or exhibiting COVID-like symptoms to stay home	COVID19-Symptoms.PDF Place signage on room doors	Sign provided by CDC
C. Individual Control Measures	Encourage frequent hand washing & hand sanitizer use	Hand-Sanitizer-Use-Out-&-About.PDF Place signage near sanitizer in room	Sign provided by CDC
	Provide and ensure workers use appropriate PPE including masks, sanitizer, gloves, etc.	Sanitizer at room entrance for visitors; additional sanitizer, wipes and masks elsewhere for docents	
	Post signage to remind visitors they must use face covers, stay socially distant, not touch their face, frequently wash their hands, and use hand sanitizer	Stop-The-Spread-Of-Germs.PDF Place signage on both lobby doors and room doors	Sign provided by CDC
	When needed queue visitors outside maintaining physical distancing	Limit room capacity to 14 including docents	
	Require workers to practice physical distancing and to remind visitors to do the same	Practice-Physical-Distancing.PDF Place signage prominently in room	Sign provided by Solano county

D. Ventilation, Screening & Disinfecting	Where possible improve air filtration and/or ventilation	Keep all doors open – both room doors and lobby to patio doors	
	Thoroughly clean high traffic areas	Vacuum carpet; Limit or remove seating	Increase City janitorial service
	Frequently disinfect commonly used surfaces like door handles, counters, etc.	Docents' responsibility	
	Disinfect shared equipment between each use	Docents' responsibility Discontinue visitor sign-in kiosk	Equipment for docent use only
	Between each use clean touchable surfaces like tabletops, desktops, staplers, scissors, etc.	Docents' responsibility	Office supplies for docent use only
	Equip entrances/exits with hand sanitizer and sanitizing wipes		
	Keep hand sanitizer and other sanitary supplies stocked and readily available at all times	Use round table already adjacent to room entrance Budget is already adequate	

Sources:

CDPH COVID-19 Industry Guidance for Retail (dated Oct 20, 2020)

CDPH COVID-19 Industry Guidance for Museums, Galleries, Zoos and Aquariums (dated Oct 20, 2020)

CA State Library: *Restoring In-Person Services in California's Libraries* (dated June 9, 2020)



Restoring In-Person Services in California's Libraries

June 9, 2020

California's more than 1,120 local libraries provide important programs and services to the state's residents whether library buildings are open to the public or not.

During COVID-19, libraries have continued to serve a diverse cross-section of California by offering online job coaching, storytimes, adult literacy, K12 tutoring, homework help, ebook lending, and 3D Personal Protective Equipment, among other services.

These programs – a fraction of those offered by libraries in California - reflect the unique combination of resources, people, and space inherent to libraries and help explain why more Americans visited a library in 2019 than visited a movie theatre, live sporting event, live music event, or museum.

The State of California included guidance for libraries to begin curbside services, including precautions to take in managing the return of materials, in the [Industry Guidance for Retail](#), on May 19, 2020. Beginning June 12, many libraries may begin expanded services. This document provides guidelines to follow and a framework for approaching the resumption of services, including continuing to recommend online programming when feasible. In addition to differences in the types of programs and services libraries offer, their sizes and budgets vary, as do the needs and interest of the communities they serve. These variances will undoubtedly shape the type of services libraries begin making available in-person at this time and the pace with which they make these decisions. This document is intended as a guide, recognizing that libraries will often make decisions about what to offer and how to do so in collaboration with other city and/or county departments and local stakeholders.

Table of Contents

Restoring In-Person Services in California's Libraries	1
I. Purpose	2
II. Background	2
III. Planning to Restore In-Person Programs and Services	4
IV. Programmatic Considerations	11
Appendix A: Recommended Timing to Restore In-Person Activities	14
Appendix B: Temporary policies, procedures, and plans to consider	15
Appendix C: Resources & Plans	17
Appendix D: Industry Guidance for Retail	19



I. Purpose

This document incorporates currently published library re-opening plans, related public health research, feedback from library directors across the state, and guidance published by the State of California for [industries](#) that share like issues.

It also provides additional considerations to support libraries as they stand-up and modify programs and services, recognizing that libraries across California are currently at different programmatic places.

Though this document focuses on public libraries, academic and research libraries will find particular guidance to be useful in their decision-making processes. Use the portions of this document that are most helpful to where your library is now along the re-opening spectrum.

For ideas about how libraries are creating or updating programs for online delivery, please see [this tool on the California State Library's webpage](#).

II. Background

Status

As of today (6/9/2020), the following are open with modifications in California:

- Essential services;
- Retail, which includes libraries, shopping malls, stores and movie theaters;
- Related logistics and manufacturing;
- Office workplaces;
- Limited services (dog walking, car washes, appliance repair, etc.);
- Outdoor museums;
- Schools, day camps, child care;
- Outdoor museums;
- Music, film and TV production; and
- Places of worship.

Dine-in restaurants, hair salons and barbershops, and casinos are currently allowed to open in counties approved to move further in the [Resilience Roadmap](#). In counties that have met the criteria for a variance, the following may open, but are encouraged to wait until June 12, 2020: family entertainment centers, restaurants, wineries and bars, zoos and museums, gyms and fitness centers, hotels (for tourism and individual travel), cardrooms and racetracks, and campgrounds and outdoor recreation. See an up-to-date list of all open and closed industries here: <https://covid19.ca.gov/stay-home-except-for-essential-needs/#open>.



County variance information is available at <https://covid19.ca.gov/roadmap-counties/#track-data>. Note that counties may still have local requirements that are more restrictive than state requirements.

Libraries may currently reopen for curbside pick-up or other “to-go” services, subject to County Public Health rules, and the state’s [Industry Guidance for Retail](#). Additionally, libraries located in counties that have met the criteria for a variance may choose to open additional services, subject to the Industry Guidance for Retail and related parts of the Industry Guidance for [Office Workspaces](#) and [Museums, Galleries, Zoos, and Aquariums](#), and are encouraged to wait until June 12, 2020 to do so.

In evaluating resumption of in-person library services and programs, libraries are encouraged to consider first whether the program or service:

- ☐ Can be accomplished as effectively and equitably online; or,
- ☐ If not, if it is possible to achieve the goal of the task or activity in an in-person manner that adopts physical distancing guidelines (described below). If neither of these are possible, libraries may:
 - ☐ Implement an alternative program or service that can be conducted online or in-person while adopting physical distancing guidelines; or
 - ☐ Postpone the task or activity until physical distancing is no longer recommended, with the knowledge that this could be until a vaccine is widely adopted.

For the most up-to-date statewide information, visit covid19.ca.gov.

Assumptions & Constraints

- Libraries are independent authorities, or operate under the authority of local government, and may open/close and determine which programs and services to offer on their own.
- Libraries serve a diverse cross-section of the community, including many high-risk populations and library use has historically increased during recessions or other economic downturns.
- Staff will have health and safety concerns about returning to a physical location and/or interfacing with members of the public.
- Patrons will have health and safety concerns about using on-site library services.
- Public health authorities will also continue to recommend as much telework as possible for those who are able.
- Library staff may not have access to their previous school, daycare and childcare enrollments/arrangements. This may reduce the capacity of the library to offer certain services.

- The availability of masks, disinfectant and gloves has been in limited supply. Some items may be prohibitively expensive for some jurisdictions.

Principles Guiding this Work

The ideas in this document are grounded in the following principles:

- The safety of staff and the public is paramount.
- Equity is more important than ever and we must ensure those who need library services receive them, online or in-person. Libraries have and will continue to help dismantle the economic, health and digital inequalities in our communities.
- Programs are not limited to physical spaces, as libraries have already demonstrated, and we must strive for comparable or improved outcomes in all virtual or other physically distanced programming.
- Libraries may need to significantly reimagine service delivery models to adopt the guidance, including determining how to serve far fewer patrons in the library building at one time.
- As in previous economic downturns, libraries will likely see an increase in use by a wide variety of residents, including but not limited to job seekers, families, people experiencing homelessness and seniors.
- Libraries share many common features, but are also unique to their location and constituency. This will impact how and at what speed individual libraries offer certain services and programs.

III. Planning to Restore In-Person Programs and Services

As stated on covid19.ca.gov/industry-guidance, before reopening, California requires all facilities, including libraries, to:

1. Perform a detailed risk assessment and implement a site-specific protection plan
2. Train employees on how to limit the spread of COVID-19, including how to [screen themselves for symptoms](#) and stay home if they have them
3. Implement individual control measures and screenings
4. Implement disinfecting protocols
5. Implement physical distancing guidelines

It's important that employees with COVID-19 know they should stay home. Your sick leave policies need to support that. See information on:



- [Government programs supporting COVID-19 sick leave and workers' compensation](#)
- [Family friendly practices for employers \(PDF\)](#)
- [Support for working families \(PDF\)](#)

In coordination with your local health department, determine when to have staff return and begin readying the facility for onsite services to the public. This could last for one day or up to a week or two, depending on the size of your staff and facility.

Guidance Documents

Guidance for libraries is located in the [Industry Guidance for Retail](#), including additional specific information related to curbside pick-up protocols, including quarantining items, for libraries.

Though some of the Retail Guidance uses different language -- "customers," "shopping hours" and so on -- the information is still applicable to library staff and patrons.

Libraries should also adopt relevant elements from the [Industry Guidance for Office Workspaces](#) and [Industry Guidance for Museums, Galleries, Zoos, and Aquariums](#). This additional guidance is specified below.

The Retail, Office, and Museums et al. Guidance documents are structured in the same way. The first two sections in all three are identical: [Creating a worksite specific plan](#) and [adopting/implementing employee training](#).

In the three other sections of the Office Workspace Guidance and Museums et al. Guidance -- [Individual Control Measures and Screening](#); [Cleaning and Disinfecting Protocols](#); and [Physical Distancing Guidelines](#) -- are some recommendations applicable to libraries. They're specified below:

[Individual Control Measures](#)

[From the Office Workspace Guidance:](#)

- ☐ Employers must take reasonable measures to remind workers that they should use face coverings.

[From the Museums et al. Guidance:](#)

(While very similar to Retail Guidance, this Guidance discusses volunteers, interns and visitors/patrons.)

- ☐ Conduct temperature and/or symptom screening of "docents, interns, volunteers, etc."

- ❑ Encourage workers, volunteers, and visitors who are sick or exhibiting symptoms of COVID-19 to stay home.
- ❑ Provide and ensure workers and volunteers use all required protective equipment, including eye protection and gloves where necessary.
- ❑ Face coverings are strongly recommended when employees are in the vicinity of others. Workers and volunteers should have face coverings available and wear them when in shared work areas, such as offices and other areas on the property. Face coverings must not be shared.
- ❑ Take reasonable measures, including posting signage at entrances, in strategic and highly-visible locations, and in reservation confirmations, to remind the public that they should use face coverings, practice physical distancing, to not touch their face, to frequently wash their hands with soap for at least 20 seconds, and to use hand sanitizer.
- ❑ Display a set of clearly visible rules for guests at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, wear face coverings during the visit, maintain physical distance from employees and other guests/groups, avoid unnecessary touching of surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally and include pictograms.
- ❑ Screen guests and visitors for symptoms upon arrival, ask that they use hand sanitizer, and that they wear a face covering. Face coverings should be provided to guests who arrive without them. Babies and children under age two should not wear face coverings, in accordance with Centers for Disease Control guidelines.

Cleaning and Disinfecting Protocols

From the Office Workspace Guidance:

- ❑ Avoid sharing phones, other work supplies, or office equipment wherever possible. Never share personal protective equipment.
- ❑ Disinfect between shifts or uses, whichever is more frequent, the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc., with a cleaner appropriate for the surface.
- ❑ Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.

From the Museums et al. Guidance:

- ❑ Avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. Never share personal protective equipment.



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- ❑ Frequently clean and disinfect commonly touched surfaces such as grab bars, railings, placards, interactive exhibits, light switches, door handles, etc. Operators should identify and disinfect surfaces that children are more likely to touch, such as sections of windows and fence posts closer to the ground.
- ❑ Perform thorough cleaning of any outdoor and indoor areas that employees or the public are likely to use or occupy. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.)
- ❑ Where such items must be shared, disinfect between shifts or uses with a cleaner appropriate for the surface, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, terminals, ATM PIN pads, staplers, staple removers, surfaces in reception areas, shared work stations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors, etc.), walkie talkies, tables and chairs, penny machines, photo booths, vending machines, etc.
- ❑ Instruct employees to wipe down and disinfect equipment that passes between employees and guests such as pens, reusable maps, etc.
- ❑ Equip workplace terminals with proper sanitation products, including hand sanitizer and sanitizing wipes.
- ❑ Ensure that sanitary facilities for employees and guests stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed. Provide hand sanitizer and portable sinks for visitors where possible at high traffic areas such as entrances.
- ❑ Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- ❑ Take steps to ensure that all [water systems](#) and features such as drinking fountains and decorative fountains are safe to use after a prolonged facility shutdown to minimize the risk of [Legionnaires' disease](#) and other diseases associated with water.

Physical Distancing Guidelines

From the Office Workspace Guidance:

- ❑ Utilize telework options and modified work schedules.
- ❑ Redesign office spaces, cubicles, etc. and decrease the capacity for conference and meeting to ensure workspaces allow for six feet between employees.
- ❑ Close or restrict common areas, using barriers, or increasing physical distance between tables/chairs where personnel are likely to congregate and interact,

such as kitchenettes and break rooms, and discourage employees from congregating in high traffic areas such as bathrooms, hallways, and stairwells.

- ❑ Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
- ❑ Limit the number of individuals riding in an elevator and ensure the use of face coverings. Post signage regarding these policies.
- ❑ Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time. This may include scheduling (e.g. staggering start/end times), establishing alternating days for onsite reporting, returning to the office workspace in phases, or continued use of telework when feasible.
- ❑ Discontinue nonessential travel and encourage distance meetings via phone and internet.
- ❑ Require employees to avoid handshakes and similar greetings that break physical distance.
- ❑ Dedicate staff to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.

From the Museums et al. Guidance:

- ❑ Implement measures to ensure physical distancing of at least six feet between workers and guests and between people waiting in lines. This can include use of physical partitions, Plexiglas barriers, or visual cues (e.g., floor markings or signs to indicate to where employees and guests should stand).
- ❑ Designate separate routes for entry and exit through exhibits, galleries, viewing areas and employee workspaces to help maintain physical distancing and lessen the instances of people closely passing each other, if possible. Establish one-way directional walkways, passageways, hallways, etc. for foot traffic, if possible, to minimize crossflow of people moving around exhibit and workspaces.
- ❑ Display signage at entrances, waiting and viewing areas, and throughout exhibit spaces to remind people of physical distancing, face coverings usage, and proper hand hygiene at every opportunity.
- ❑ Consider implementing timed and/or advanced reservation ticketing systems to stagger patron visits and help maintain physical distances.
- ❑ Limit customer groups entering the facility to a household unit. People from the same household do not need to physically distance from one another.
- ❑ Rearrange seating areas, tables, chairs, benches, etc., and/or remove seats to allow for a minimum of six feet of physical distance between users. Post signage at shared, immovable seating (benches, etc.) to remind guests to physically distance from others outside their party
- ❑ Close indoor playgrounds, play areas, climbing structures, etc., in accordance with Centers for Disease Control guidelines.

- ❑ Redesign parking lots to limit congregation points and ensure proper separation (e.g. every other space or row, contactless payment, etc.)

Additional Issues to Address before Reopening

Budgetary Requirements

- ❑ Request budget changes required to implement new policies and/or digital resources.
 - Discuss with city/county officials (or university officials) and then determine cleaning procedures and costs (who is responsible and when) in order to resume services and programs.
 - Discuss if security costs may increase to support physical distancing guidance or to manage other temporary changes in library procedures due to COVID-19, including limitations in how long patrons may stay in the building and for what purposes, recommendations or requirements on patron face coverings, etc.
 - Consider only reopening certain branches at first, to ensure proper staffing and security.

Cleaning Library Spaces

This information is in addition to the Cleaning and Disinfecting Protocols section above and the Industry Guidance for Retail

- ❑ Clean library spaces before reopening. Even though the physical building has been closed for more time than the coronavirus can live on surfaces, other issues, such as dust, may need to be addressed.
- ❑ Consider whether a staff person should be designated for sanitation coordination, COVID-19 related purchases, etc.
- ❑ Consider suspending or modifying use of site resources that necessitate sharing or touching items. For example, consider suspending use of drinking fountains and instead encourage the use of reusable water bottles.
- ❑ The [Institute of Museum and Library Services \(IMLS\)](#), in collaboration with OCLC and Battelle is testing and developing guidance for cleaning and disinfecting of library materials.
 - On March 30, the institute held a [webinar \(transcript\)](#) with Dr. David Berendes and Dr. Catherine Rasberry from the Centers for Disease Control. Libraries that participated asked questions about the ability of the coronavirus to live on the surface of typical library materials.

- o Note the specific timing requirements on Page 10 of the [Industry Guidance for Retail](#), which states, "Libraries may also accept returned items in carts or other containers that can be **isolated and remain untouched for at least three days before handling or re-shelving.**"

Other Notes

- ❑ Given current Centers for Disease Control guidance, materials that have been left untouched since staff have been working from home **do not** need to be cleaned in any way that they would not ordinarily be.
- ❑ Consider postponing accepting new donations until existing materials are processed and a plan is in place for donation intake.
- ❑ For areas of the library only accessible to staff, libraries should request the same cleaning schedule as other city/county departments.

Staffing and Telework

- ❑ Plan to continue telework, as much as possible. If full telework is not available, consider part-time or rotating telework to decrease the number of staff in the library at any one time.
 - o Have some staff indicated that they have long commutes, rely on public transportation, have childcare limitations because of school/camp closures, are part of a vulnerable population or live with someone who is? In these cases, is it possible to further support part-time or full-time telework?
 - o Are the non-teleworkable jobs also primarily non-librarian jobs or specific types of librarian jobs? If so, is it possible to provide these staff with more teleworkable duties?

Training

- ❑ In addition to Topics for Employee (and Volunteer) Training information in the Industry Guidance for Retail, also:
 - o Develop a plan to train/orient staff and volunteers to modified procedures;
 - o Cross-train staff to take on critical responsibilities in the event of a staff shortage; and
 - o Consider incorporating or adopting the [Critical Incident Stress Debriefing Model](#) (See Resources Appendix at the end of this document).

Temporary, Modified Policies/Operations

- ❑ In addition to the policies that may need to be implemented as a result of the above documents, also determine:

- Which paper processes can be completed electronically. Use of e-signatures, for example.
- If city/county/university guidelines for leave, return-to-work policies for vulnerable populations, or other guidelines require changes to accommodate conditions unique to libraries.

Communication

- ❑ Post signage outside the library indicating upcoming changes in service, including if only staff may enter/exit.
- ❑ Share plans with community organizations, local businesses, schools and other stakeholders. Ask for help in sending out information about the library's services and review translations for cultural appropriateness, etc.

Specific Issues for Medium/Large Library Buildings

- ❑ Consider organizing staff teams that only work in one part of the building to avoid physical contact with other teams.
- ❑ Bring staff back to the building in small groups.
- ❑ Weigh the feasibility of adding temporary handwashing stations for staff.

IV. Programmatic Considerations

In evaluating resumption of in-person library services and programs, libraries are encouraged to consider first whether the program or service:

- ❑ Can be accomplished as effectively and equitably online; or,
- ❑ If not, is it possible to achieve the goal of the task or activity in an in-person manner that adopts physical distancing guidelines (described below).
- ❑ If neither of these are possible, libraries may:
 - Implement an alternative program or service that can be conducted online or in-person while adopting physical distancing guidelines; or
 - Postpone the task or activity until physical distancing is no longer recommended, with the knowledge that this could be until a vaccine is widely adopted.

Restarting In-Person Services

We encourage libraries to begin restarting in-person services incrementally.

Initial Programs/Services outside the Library Building

Below are examples of services libraries may initially offer as they begin to re-open their in-person services:



- ❑ Open the bookdrop and encourage the return of materials as well as plans for future in-library and online services.
- ❑ Extend Wi-Fi to the parking lot if not already offered; consider extending Wi-Fi further -- if applicable or if federal e-rate guidelines permit.
 - Identify if there is a community need to increase hotspot lending programs, alone or in conjunction with device lending programs. If not doing so already, consider making information about low-cost broadband subscription programs readily available on the library website or through reference services.
- ❑ If feasible, redirect library volunteers to remote volunteering opportunities. Continue or start contactless pickup services (curbside, trunk, etc.)
 - See specific information on Page 10-11 of the Retail Guidance.
 - Note that some libraries have included food distribution as part of this effort, in coordination with local activities.
- ❑ Home Delivery: Offer contactless delivery such as "Zip Books."

During this period, libraries should continue online services (job coaching, tutoring, ebook checkout, etc.).

Initial Library Programs/Services inside the Library Building

As libraries reopen buildings, their role as a free, welcoming public space is as important as ever. Protecting the health and safety of staff and patrons will often require making changes beyond what is required by the worksite plan, training, individual control measures, physical distancing guidelines and cleaning and disinfecting protocols.

During this time, consider strengthening partnerships with other local government departments and nonprofits in preparation for future requests related to job search, business loans, food insecurity, housing, etc.

Initially, consider adopting an appointment system -- to limit the number and duration of people in the building -- which can be accessed online in advance or in-person outside the building. Prioritizing certain in-library activities over others may be important to maintain physical distancing guidance.

- ❑ Follow the Retail Guidance and adjust maximum occupancy rules based on the size of the facility to limit the number of people inside at one time, using no more than 50% maximum occupancy.
- ❑ Examples of computer-based activities to consider prioritizing: benefit sign-up, job applications and training, and catalog use for those that do not have broadband or a device at home. This may differ based on local needs.
- ❑ Bookmobiles: Consider using bookmobiles to provide free Wi-Fi services in local neighborhoods; bring tables and chairs that can be spaced to meet physical distancing guidelines. Consider whether it is possible to loan devices from the bookmobile. No public entrance to the bookmobile.

After evaluating the success and limitations of initial in-building activities, consider expanding services. For example,

- ❑ Expand an appointment system, allowing both more people in the library at one time and for broader purposes.
- ❑ Re-start certain programs, such as in-person literacy services, with appropriate physical distancing in place and adaptations such as masks, acrylic shields or other tools.

Note: Libraries with rentable meeting rooms, other areas for private events, etc., should keep those areas closed until large gatherings are allowed to resume modified or full operation through a specific reopening order and guidance.

Supporting physical distancing while providing services:

- ❑ Provide remote technology assistance that does not require face-to-face support.
- ❑ Allow printing, but consider a paid email and release system, which some public and academic libraries employ today. This will decrease the likelihood of printers malfunctioning in a public area and questions/confusion on payment. Clean after each use.
- ❑ Develop and communicate policies for the following:
 - Patron screening and entry;
 - Enforcement practices including social distancing and hygiene; and
 - Reporting of patrons with known or suspected COVID-19, if or as recommended by local or public health guidance.
- ❑ Identify if certain bathrooms will be made available for staff only.
 - If bathrooms are not close to where a staff member works, provide additional break time to account for extra travel.
- ❑ Practice physical distancing between staff and patrons. There are multiple strategies to accomplish this:
 - Use of smartphone applications that notify a person who is within six feet of someone else;
 - Installation of acrylic shields at desks; and
 - Floor markers and signage indicating appropriate spacing.

Other potential changes

- ❑ Consider reducing library building hours, particularly if many staff are members of vulnerable populations and must telework and/or the building and materials need to be cleaned more frequently.
- ❑ Consider special open hours for vulnerable populations, similar to the special hours many grocery stores use for seniors or those community members who are immunocompromised.

Appendix A: Recommended Timing to Restore In-Person Activities

Always consider first whether the same results can be achieved virtually

Programs & Services	Initial	Next	Future
Bookdrop Open	Yes		
Parking Lot Wi-Fi	Yes		
Curbside Pick-up/ Home Delivery	Yes, Limit loans on games, toys	Yes	
Bookmobile	Yes, For outside Wi-Fi access	Yes, To enter with physical distancing	Yes
Interlibrary loan	Maybe, Depending on capacity	Yes	
Summer Reading	No	Yes, If distancing and disinfecting is possible	Yes
Appt System	No	Yes	
3D Printing Lab/ Makerspace	No	Yes, Depending on library capacity	Yes
Summer lunch	No	Yes, If distancing and disinfecting is possible	Yes
Appt System for more expansive uses	No	Yes, Depending on library capacity	Yes
Technology training	No	Yes, Depending on library capacity and size limits	Yes
Public Programming (Storytime, Book Clubs, Teen Gaming, Cultural, Fitness, etc.)	No	Yes, Depending on library physical distancing capacity	Yes
1-1 literacy, K12 tutoring	No	Yes, Depending on library capacity	Yes
Census 1-1 help	No	Yes, Depending on library capacity	Yes
Reference	No	Yes, Depending on library capacity	Yes
Readers' Advisory	No	Yes, Depending on library capacity	Yes
Outreach services	No	Yes, Depending on size limits, population	Yes
Room reservations	No	No	Yes



Appendix B: Temporary policies, procedures, and plans to consider

❑ Staff

- Emergency preparedness plan that includes contingency staffing.
- Provision of masks, gloves, etc., if needed.
- Determine if breaks for frequent handwashing are allowed/encouraged and how this impacts staffing needs.
- Determine paper processes that can be completed electronically (e.g., e-signatures).
- Determine if city/county/university guidelines for leave, return to work policies for vulnerable populations, or other guidelines require additions to accommodate conditions unique to libraries.
- Updated leave policies to reflect current health risks, existing contracts or decisions by local government/universities, if applicable.

❑ Physical Space

- Library floorplan reconfiguration
 - For staff who must be on site, reconfigure staff desks to support social distancing requirements.
- Implementation of one-way markers.
- Elevator and stair use.
- Use of restrooms and common areas (staff and patrons). This may also include one-way markers.
- Update signage with information about handwashing and ensure there is adequate soap, or secondarily, hand sanitizer.

❑ Services

- Contactless pick-up (if implementing).
- Extended check-out, particularly for existing/new Wi-Fi hotspot and device lending programs.

❑ Health and Safety:

- Procedure to support social distancing between staff and between staff and patrons.
- Procedure to support frequent handwashing.
- Procedure to clean and disinfect commonly touched surfaces and items shared by staff.
- When patrons begin entering the building, develop a procedure to clean and disinfect computers or other commonly touched public surfaces.
- Updated library use policy (meeting the library's mission with social distancing measures, prohibited actions, general conduct), and role/limitations of additional security, if necessary.



- Patron screening and entry. Consider other public health outbreaks that may be taking place within your community.
- Patron education on hygiene and social distancing while at the library, including whether and how masks or gloves are provisioned.
- Enforcement practices including social distancing and hygiene.
- Procedures if staff or patrons with known or suspected COVID-19 become ill.
- Procedure for reporting a staff person with known or suspected COVID-19 (if not already done)
- Communication
 - Post signs on entry/exits clearly explaining what services are available and how to access
 - Signage providing location of soap and hand sanitizer
 - Outreach to
 - Local government
 - Taxpayers
 - People for whom your essential services are targeted
 - Typical patrons
 - Explain how services are different (hours, access, processes) and how they are the same. Explain in plain language.
 - Share how the library experience will be different, but that we are in this together.

Appendix C: Resources & Plans

Online Resources:

State Of California

- California's Main Website for COVID-19 Information: <https://covid19.ca.gov/>
- County Reopening Information: <https://covid19.ca.gov/roadmap-counties/#track-data>
- General Reopening Guidance for ALL Industries: <https://covid19.ca.gov/industry-guidance/#top>
- Retail, includes library curbside services: <https://covid19.ca.gov/pdf/guidance-retail.pdf>
- Offices: <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf>
- Schools: <https://covid19.ca.gov/pdf/guidance-schools.pdf>
- Zoos and Museums: <https://covid19.ca.gov/pdf/guidance-zoos-museums.pdf>

State Library:

- General Information: www.library.ca.gov/covid-19
- Online and Remote Programming Resources: <https://www.library.ca.gov/services/remote-resources/>
 - Submit additional ideas: <https://www.surveymonkey.com/r/OnlineProgrammingResourcesforCALibraries>
- State Library and California Library Association Joint Information: <https://www.cla-net.org/page/7-1>

Institute of Museum and Library Services

- IMLS, OCLC, Battelle Partnership
 - <https://www.imls.gov/webinars/mitigating-covid-19-when-managing-paper-based-circulating-and-other-types-collections>
 - <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>
- <https://imls.gov/blog/2020/05/wi-fi-wheels-how-and-why-libraries-are-bringing-their-services-communities>

Selected Resources from Other States

- Montana's Critical Incident Stress Debriefing Model: <https://www.njstatelib.org/wp-content/uploads/2020/05/Montana-State-Library.pdf>
- Indiana: <https://blog.library.in.gov/considerations-for-reopening-if-the-library-board-or-staff-still-have-concerns/>



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- National: <https://programminglibrarian.org/articles/serving-patrons-experiencing-homelessness-covid-19-shutdown>

Plans

- A Phased Reopening Plan for Libraries as COVID 19 Restrictions Are Lifted, John Thill, April 20, 2020. <https://medium.com/@john.alan.thill/a-phased-reopening-plan-for-libraries-as-covid-19-restrictions-are-lifted-2d96885c0c1d>
- Nevada's draft re-opening guidance: https://nsla.nv.gov/ld.php?content_id=54756912
- Indiana Library Federation's draft reopening guidance: https://cdn.ymaws.com/www.ilfonline.org/resource/resmgr/2020_pandemic_resources/planelementsphasesofpandemic.pdf
- Wyoming State Library's staged re-opening plan: <https://library.wyo.gov/wp-content/uploads/2020/04/Staged-Reopening-Plan.pdf>
- Cook County's re-opening plan: <https://www.cooklib.org/wp-content/uploads/2020/04/2020-04-21-rev.pdf>
- Midlothian Public Library's re-opening plan: https://www.ila.org/content/documents/tentative_reopen_plan_midlothian_pl.pdf
- Summary of several re-opening plans in the Chicago suburbs: <https://www.chicagotribune.com/suburbs/park-ridge/ct-prh-library-reopen-planning-tl-0423-20200416-abc7cznvs5gobdc2mytltqhh3e-story.html>



COVID-19 INDUSTRY GUIDANCE: Retail

May 19, 2020

covid19.ca.gov



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for retailers to support a safe, clean environment for workers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#) and for [food and grocery retailers](#).



Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#) such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information [on government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under [the Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



Individual Control Measures and Screening

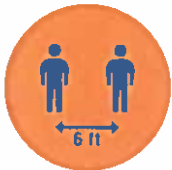
- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use face coverings and all required protective equipment, including eye protection and gloves where necessary. This includes protections for cashiers, baggers, and other workers with regular and repeated interaction with customers.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Employees should also be provided and use protective equipment when offloading and storing delivered goods. Employees should inspect deliveries and perform disinfection measures prior to storing goods in warehouses and facilities when there are signs of tampering.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them in retail facilities, offices, parking lots or garages, or in company-owned vehicles. Face coverings must not be shared.
- Retailers must take reasonable measures, including posting signage in strategic and highly-visible locations, to remind the public that they should use face coverings and practice physical distancing.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces, including shopping carts, baskets, conveyor belts, registers (including self-checkout), scanners, register telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, handwashing facilities, etc.
- Clean and sanitize shared equipment, including but not limited to, pallet jacks, ladders, supply carts, time clocks, payment portals, and styluses between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.
- Equip customer entrances and exits, checkout stations, customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- Provide resources to promote employees' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for hand-washing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Install hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers, for example, through signage, encourage customers to clean their reusable bags frequently through in-store signage, and require customers who bring reusable bags to bag their own purchases.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.



Physical Distancing Guidelines

- Retailers should create clearly-marked curbside or outside pickup points that maintain physical distance with visual cues or other measures, and have purchased goods available there or available through home delivery.
- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or employees should stand).
- Take measures at checkout stations to minimize exposure between cashiers and customers, such as Plexiglas barriers. Employees should also wear face coverings and customers are strongly recommended to wear face coverings as well. Some jurisdictions already require face coverings outside the home. Display signage at entrances, checkout lanes, and registers to remind customers of physical distancing at every opportunity.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Adjust in-person meetings, if they are necessary, to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines.

- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation to limit transmission of the virus.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time, using no more than 50% maximum occupancy.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues.
- Encourage employees to practice physical distancing during pickup and delivery by talking with the customer through a passenger window, loading items directly into the customer's trunk without contact, or leaving items at their door.
- Make some locations pickup- or delivery-only to minimize employee/customer contact, where possible.
- Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing face coverings and PPE.



Additional Considerations Drive-In Retail, Including Drive-In Movie Theaters

- For drive-in operations, such as movie theaters or restaurants, vehicles must be spaced at least six feet apart and no gatherings outside of vehicles should take place. Parking spaces for viewing at drive-in theaters must be limited to either every other spot or reconfigured to ensure adequate distancing between vehicles.
- Each vehicle may only be occupied by members of the same household who have already been in close contact with each other. If not utilizing restroom facilities or picking up concessions, patrons must remain in their vehicles. Patrons cannot sit outside of their vehicles, e.g., to view a drive-in movie near their vehicle.
- There must be regular cleaning and sanitizing of on-site restrooms for drive-in retail facilities and drive-in movie theaters.
- Cashless and touchless transactions systems are preferred wherever possible. If available, orders, reservations and payments for the drive-in business should be made in advance online or over the phone.
- Drive-in movie theater concessions should be ordered online or over the phone, if possible, and be available for curbside pick-up. Walk-up concession services should be available for pick-up of pre-ordered items. Patrons should wear face coverings when picking up pre-ordered items from the concessionaire. If pre-ordering items is not possible, ensure that customers maintain proper physical distancing when waiting to order food items.
- Drive-in movie theaters should suspend double-feature offerings to limit the amount of time patrons spend on-site and avoid the need for intermissions.
- Any playgrounds, outdoor eating areas, picnic tables, or other amenities at drive-in movie theaters should be closed.



Curbside Pick-up for Libraries

- Libraries can offer curbside pick-up for items patrons place on hold or through another type of reservation-based system. Patrons should place a hold in the library's online catalog or make an appointment in order to make use of the curbside pick-up service. Libraries should consider how to support equity issues for patrons without mobile devices or internet access at home. For example, promote a phone number for readers' advisory services and check-out.
 - In addition to making materials like books and movies available, libraries may consider single-use projects (like take-home craft kits) that can be linked to a library's online programming.
 - Libraries should limit loans of games and toys.
- Once the library item is available, patrons should receive an email or phone call indicating that the item is ready for curbside pick-up. Libraries should put signage in appropriate, clearly-marked places to indicate the curbside pick-up instructions, e.g. where to park.
- Libraries may have patrons call the library when they arrive at the curbside pick-up location.
- Libraries should institute a contactless curbside pick-up system. For example, this could involve staff placing the pre-ordered items on a table or in a cart near the parking lot or designated curbside pick-up location with instructions that patrons wait to retrieve the items until library staff and other patrons have left the area. Items should be placed in labeled bags for ease of pick-up and to avoid unnecessary contact with the items.
- If a patron has mobility issues, libraries should provide accommodations, such as placing bagged items on the hood or in the trunk of a patron's vehicle. If this is not the contactless method the library is already instituting, patrons should request this when calling the library upon arrival.
- If feasible, libraries should implement contactless return system. Libraries may also accept returned items in carts or other containers that can be isolated and remain untouched for at least three days before handling or re-shelving.
 - The federal [Institute of Museum and Library Services \(IMLS\)](#), in collaboration with OCLC and Battelle, is creating and distributing science-based information and recommended practices designed to reduce the risk of transmission of COVID-19 to staff and visitors who

are engaging in the delivery or use of museum, library, and archival services.

- This research will include testing and developing guidance for cleaning and disinfecting of library materials. Visit oc.lc/realm-project to receive project updates.
- Libraries should consider additional steps when instituting curbside pick-up, including:
 - Discuss if security costs may increase to support staff entering or exiting the facility or to manage temporary changes in the library procedures.
 - Consider only offering curbside service at certain branches first to ensure proper staffing and security.
 - Consider supporting physical distancing for staff in the building by implementing one-way markers in the library stacks.
 - Share plans with community organizations, local businesses, schools and other stakeholders. Ask for help in sending out information about the library's services and to review translations for cultural appropriateness.
 - For medium/large library buildings, weigh the feasibility of adding temporary handwashing stations for staff if needed to support frequent handwashing.
- The California State Library will produce additional guidance on other services libraries can perform in future phases of the roadmap.

¹Additional requirements must be considered for vulnerable populations. The retail industry must comply with all [Cal/OSHA](https://www.dir.ca.gov/CalOSHA/) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/) and the [California Department of Public Health \(CDPH\)](https://www.cdph.ca/). Additionally, employers must be prepared to alter their operations as those guidelines change.





COVID-19 INDUSTRY GUIDANCE:

Museums, Galleries, Zoos, and Aquariums

October 20, 2020

This guidance is designed to address sectors and activities opening statewide. However, local health officers may implement more stringent rules tailored to local epidemiological conditions, so employers should also confirm relevant local opening policies.



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production, warehouses, meat processing plants, restaurants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and guests/clients/visitors,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for museums, galleries, botanical gardens, zoos, aquariums, and other similar spaces (referred to collectively as "museums") to support a safe, clean environment for workers and customers. Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** Outdoor operations are permitted and must follow the modifications in this guidance.
- **Red – Substantial – Tier 2:** Indoor operations are permitted but must be limited to 25% capacity and must follow the modifications in this guidance.
- **Orange – Moderate – Tier 3:** Indoor operations are permitted but must be limited to 50% capacity and must follow the modifications in this guidance.
- **Yellow – Minimal – Tier 4:** Indoor operations are permitted at full capacity and must follow the modifications in this guidance.

For the most updated information on county tier status, visit [Blueprint for a Safer Economy](#). Please note that local health departments can have more restrictive criteria and different closures. Find [your county's local information](#).

NOTE: Museums may have a number of operational aspects and service offerings available in other guidance on the [Industry Guidance to Reduce Risk](#) website. Operators must review and adhere to the modifications in the guidance. Such operations include:

- Arcades or games (Family Entertainment Centers guidance)
- Restaurants, food service, and concessions (Restaurant guidance)
- Bars (Bars, Breweries, and Distilleries guidance)
- Gift shops and retail operations (Retail guidance)
- Janitorial or custodial services (Limited Services guidance)
- Outdoor playgrounds (see [CDPH Outdoor Playground guidance](#))

Museums with convention space, rentable meeting rooms, other areas for private events, etc., should keep those areas closed until large gatherings are allowed to resume modified or full operation through a specific reopening order and guidance. Discontinue demonstrations, such as live animal shows, **unless** physical distancing and sanitation protocols can be ensured. All large events or gatherings, such as concerts or private parties/events, must be cancelled or postponed until such activities are permitted to resume.

The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to

public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional requirements in their [guidance](#) for businesses and employers.

Required Use of Face Coverings

On June 18, CDPH issued [Guidance on the Use of Face Coverings](#), which broadly requires the use of face coverings for both members of the public and workers in all public and workplace settings where there is a high risk of exposure. Complete details, including all requirements and exemptions to these rules, can be found in the [guidance](#).

The [CDPH Face Covering Guidance](#) is subject to additional updates based on the current scientific understanding of transmission of the virus causing COVID-19. Please check the CDPH website for any revisions.



Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each location to implement the plan.
- Incorporate the [CDPH Face Covering Guidance](#) into the Workplace Specific Plan and include a policy for handling exemptions.
- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among workers.
- Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.
- Regularly evaluate the location for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with [CDPH guidelines](#) and orders or guidance from the local health department.
- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Notify all employees in writing, and employers of subcontracted employees, who may have been exposed to COVID-19 and report workplace outbreaks to the local health department. For additional information on employer responsibilities under [AB 685](#) (Chapter 84, Statutes of 2020), refer to the [Enhanced Enforcement and Employer Reporting Requirements](#) from Cal/OSHA and the [Employer Questions about AB 685](#) from CDPH.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Worker and Volunteer Training

- Information on [COVID-19](#), how to prevent it from spreading, and which [people are at higher risk](#) for severe illness or death. Establishments that

keep animals should provide information on how to prevent the spread of COVID-19 between people and animals, as it becomes available.

- Self-screening at home, including temperature and/or symptom checks, using [CDC guidelines](#).
- The importance of not coming to work if:
 - If a worker has symptoms of COVID-19 as [described by the CDC](#), such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR
 - If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR
 - If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
- To return to work after a worker receives a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per [CDC guidelines](#)). Never use hand sanitizers with [methanol](#) due to its high toxicity to both children and adults.
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings are not personal protective equipment (PPE).
 - Face coverings do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Workers should wash or sanitize hands before and after using or adjusting face coverings.

- Avoid touching the eyes, nose, and mouth.
- Face coverings must not be shared and should be washed or discarded after each shift.
- Information contained in the [CDPH Guidance for the Use of Face Coverings](#), which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.
- Ensure independent contractors, temporary, volunteer, and all other types of workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID- 19](#), including worker's sick leave rights under the [Families First Coronavirus Response Act](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers (including docents, interns, volunteers, etc.) at the beginning of their shift. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Worker Training section above.
- Encourage workers, volunteers, and visitors who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers must provide and ensure workers and volunteers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers should wear gloves when handling items contaminated by body fluids.

- Workers who consistently must be within six feet of guests or co-workers must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All workers should minimize the amount of time spent within six feet of guests.
- Use of face coverings is mandatory throughout the facility in all settings indoor and outdoor. Customers who do not comply should be removed from the facility immediately. Permit access for customers who are exempt from wearing face coverings as stated in the [CDPH Face Covering Guidance](#).
- Museums must take reasonable measures, including posting signage at entrances, in strategic and highly-visible locations, and in reservation confirmations, to remind the public that they must use face coverings whenever not eating or drinking, practice physical distancing, not touch their face, frequently wash their hands with soap and water for at least 20 seconds, and use hand sanitizer.
- Remind guests in advance to bring a face covering, otherwise they should not be allowed to enter the premises (unless exempted per the [CDPH Face Covering Guidance](#)). Consider making face coverings available for customers who may arrive without them.
- Guests and visitors should be screened for temperature and/or symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering when not eating or drinking. Employers have the right to cancel reservations for individuals/parties with symptomatic guests and refuse entry.
- Display a set of clearly visible rules for guests at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, wear face coverings during the visit, maintain physical distance from workers and other guests/groups, avoid unnecessary touching of surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally and include pictograms.



Ventilation, Cleaning, and Disinfecting Protocols

- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters to the highest efficiency possible, and make other modifications to increase the quantity of outside air and ventilation in all working areas and other indoor spaces.
- Where possible, allow at least 30 minutes between different households in indoor spaces to allow for proper ventilation. This could include staggering

reservations for activities, if possible.

- Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- Frequently clean and disinfect commonly touched surfaces such as grab bars, railings, placards, interactive exhibits, light switches, door handles, etc. Operators should identify and disinfect surfaces that children are more likely to touch, such as sections of windows and fence posts closer to the ground.
- Encourage the use of credit cards and contactless payment systems.
- Perform thorough cleaning of any outdoor and indoor areas that workers or the public are likely to use or occupy. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.)
- Avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. Never share PPE.
- Where such items must be shared, disinfect with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, terminals, ATM PIN pads, staplers, staple removers, surfaces in reception areas, shared work stations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors, etc.), walkie talkies, tables and chairs, penny machines, photo booths, vending machines, etc.
- Instruct workers to wipe down and disinfect equipment that passes between workers and guests such as pens, reusable maps, etc.
- Provide disposable or single-use maps, pamphlets, guides, etc. to guests and make these available digitally so that guests can view on a personal electronic device, if possible. If single-use items cannot be provided, properly disinfect reusable ones before and after customer use.
- To the extent it is consistent with the facility's obligations to individuals with disabilities, discontinue the use of audio headsets, strollers, etc., and other equipment lent to guests **unless** it can be properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- Equip workplace terminals with proper sanitation products, including hand sanitizer and sanitizing wipes.
- Ensure that sanitary facilities for workers and guests stay operational and

stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed. Provide hand sanitizer and portable sinks for visitors where possible at high traffic areas such as entrances.

- Consider installing and encouraging the use of hands-free devices, if possible, including touchless time clocks, motion sensor lights, and automatic soap and paper towel dispensers.
- When choosing cleaning disinfecting chemicals, use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants must wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health and ensure proper ventilation.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air unless all persons in the area have appropriate PPE. Use a vacuum with a HEPA filter wherever possible.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the workers' job duties.
- Modify hours, if necessary, to ensure regular, thorough cleaning of workspaces, as appropriate. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.



Physical Distancing Guidelines

- **WARNING:** physical distancing alone is insufficient to prevent transmission of COVID-19.
- Implement measures to ensure physical distancing of at least six feet between workers and guests and between people waiting in lines. This can include use of physical partitions, Plexiglas barriers, or visual cues (e.g., floor markings or signs to indicate to where workers and guests should stand).

- Designate separate routes for entry and exit through exhibits, galleries, viewing areas and workspaces to help maintain physical distancing and lessen the instances of people closely passing each other, if possible. Establish one-way directional walkways, passageways, hallways, etc. for foot traffic, if possible, to minimize crossflow of people moving around exhibit and workspaces.
- Display signage at entrances, waiting and viewing areas, and throughout exhibit spaces to remind people of physical distancing, face coverings usage, and proper hand hygiene at every opportunity.
- Discourage workers and visitors from congregating in high traffic areas such as bathrooms and hallways. Dedicate staff to direct guests at high traffic and bottleneck areas in indoor and outdoor facilities to avoid congregation.
- Consider implementing timed and/or advanced reservation ticketing systems to stagger patron visits and help maintain physical distances.
- Reconfigure viewing areas for live demonstrations, animal shows, etc. so that physical distancing can be maintained between household units. Consider implementing advanced reservations for demonstrations and having staff members usher households to proper viewing areas.
- Limit customer groups entering the facility to a household unit. People from the same household do not need to physically distance from one another.
- Discontinue tours that combine households or individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from guests.
- Rearrange seating areas, tables, chairs, benches, etc., and/or remove seats to allow for a minimum of six feet of physical distance between users. Post signage at shared, immovable seating (benches, etc.) to remind guests to physically distance from others outside their party.
- Consider removing, closing, sectioning off, or otherwise regulating interactive exhibits such as those with touchscreens, grab handles, buttons, telephone and other listening devices, handheld props, flip doors, etc. Consider providing disposable stylus pens, disposable covers, stationing a staff member to monitor and disinfect surfaces after each use, etc. Make hand sanitizer and/or handwashing facilities available at these stations and ask visitors to use them before and after interacting with exhibits. Strongly consider closing these exhibits whenever possible, especially when children are likely to interact with or share use of these exhibits without proper disinfection and hand sanitation.
- Consider offering workers, docents, interns, and volunteer staff who

request modified duties options that minimize their contact with guests and other workers (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).

- Utilize work practices, when feasible and necessary, to limit the number of workers in shared workspaces at one time. This may include scheduling (e.g., staggering start/end times), establishing alternating days for on-site reporting, returning to workspaces in phases, or continued use of telework when feasible.
- Reconfigure office spaces, workstations, check-out counters, etc. to allow for at least six feet between workers while at their workstations.
- Reconfigure, restrict, or close breakrooms and create alternative space for breaks where physical distancing is possible. Limit the number of people riding in an elevator at one time.
- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Eliminate person-to-person contact for delivery of goods to worksites.
- If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.
- Redesign parking lots to limit congregation points and ensure proper separation (e.g. every other space or row, contactless payment, etc.)
- Avoid sharing vehicles when traveling on the property, if possible. Museums, galleries, botanical gardens, zoos, aquariums, etc., should limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities.

¹Additional requirements must be considered for vulnerable populations. Employers must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.



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COVID-19 INDUSTRY GUIDANCE: Retail

October 20, 2020

covid19.ca.gov



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production, warehouses, meat processing plants, restaurants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for retailers to support a safe, clean environment for workers and customers. Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** Indoor operations are permitted but must be limited to 25% capacity. Grocery stores must limit to 50% capacity. All retail operations must follow this guidance.
- **Red – Substantial – Tier 2:** Indoor operations are permitted but must be limited to 50% capacity. Grocery stores can operate at full capacity. All retail operations must follow this guidance.
- **Orange – Moderate – Tier 3:** Indoor operations are permitted at full capacity and retail operations must follow this guidance.
- **Yellow – Minimal – Tier 4:** Indoor operations are permitted at full capacity and retail operations must follow this guidance.

For the most updated information on county status, visit [Blueprint for a Safer Economy](#). Please note that local health departments can have more restrictive criteria and different closures. Find [your county's local information](#).

The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#) and for [food and grocery retailers](#).

Required Use of Face Coverings

On June 18, CDPH issued [Guidance on the Use of Face Coverings](#), which broadly requires the use of face coverings for both members of the public and workers in all public and workplace settings where there is a high risk of exposure. Complete details, including all requirements and exemptions to these rules, can be found in the [guidance](#).

The [CDPH Face Covering Guidance](#) is subject to additional updates based on the current scientific understanding of transmission of the virus causing COVID-19. Please check the CDPH website for any revisions.



Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each establishment to implement the plan.
- Incorporate the [CDPH Face Covering Guidance](#) into the Workplace Specific Plan and include a policy for handling exemptions.
- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among workers or customers.
- Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with [CDPH guidelines](#) and orders or guidance from the local health department.
- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Notify all employees in writing, and employers of subcontracted employees, who may have been exposed to COVID-19 and report workplace outbreaks to the local health department. For additional information on employer responsibilities under [AB 685](#) (Chapter 84, Statutes of 2020), refer to the [Enhanced Enforcement and Employer Reporting Requirements](#) from Cal/OSHA and the [Employer Questions about AB 685](#) from CDPH.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Worker Training

- Information on [COVID-19](#), how to prevent it from spreading, and which [people are at higher risk](#) for severe illness or death.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work:
 - If a worker has symptoms of COVID-19 as [described by the CDC](#), such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR
 - If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR
 - If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
- To return to work after a worker receives a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per [CDC guidelines](#)). Never use hand sanitizers with [methanol](#) due to its high toxicity to both children and adults.
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings are not personal protective equipment (PPE).
 - Face coverings do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.

- Workers should wash or sanitize hands before and after using or adjusting face coverings.
- Avoid touching the eyes, nose, and mouth.
- Face coverings must not be shared and should be washed or discarded after each shift.
- Information contained in the [CDPH Guidance for the Use of Face Coverings](#), which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.
- Ensure any independent contractors, temporary, or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and workers' compensation for COVID-19](#), including workers' sick leave rights under the [Families First Coronavirus Response Act](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Worker Training section above
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers must provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary. This includes protections for cashiers, baggers, and other workers with regular and repeated interaction with customers.
- Employers should consider where disposable glove use may be helpful

to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.

- Workers who consistently must be within six feet of guests or co-workers must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All workers should minimize the amount of time spent within six feet of guests.
- Workers must also be provided and use protective equipment when offloading and storing delivered goods.
- Retailers must take reasonable measures, including public address announcements, posting signage in strategic and highly-visible locations, and in reservation confirmations, to remind the public that they must use face coverings whenever not eating or drinking (unless exempted per the [CDPH Face Covering Guidance](#)), practice physical distancing, not touch their face, frequently wash their hands with soap and water for at least 20 seconds, and use hand sanitizer.



Ventilation, Cleaning, and Disinfecting Protocols

- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters to the highest efficiency possible, and make other modifications to increase the quantity of outside air and ventilation in offices and other indoor spaces.
- Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces, including shopping carts, baskets, conveyor belts, registers (including self-checkout), scanners, register telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, handwashing facilities, etc.
- Clean and disinfect shared equipment, including but not limited to, pallet jacks, ladders, supply carts, time clocks, payment portals, and styluses between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.

- Equip customer entrances and exits, checkout stations, customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, take steps to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- Provide resources to promote workers' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for hand-washing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- When choosing disinfecting chemicals, use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants must wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health and ensure proper ventilation.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.
- Provide time for workers to implement cleaning practices during their shift. Assign cleaning assignments during working hours as part of the employee's job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Install hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers, for example, through signage.



Physical Distancing Guidelines

- **WARNING:** physical distancing alone is insufficient to prevent transmission of COVID-19.
- Retailers should create clearly-marked curbside or outside pickup points that maintain physical distance with visual cues or other measures, and have purchased goods available there or available through home delivery.
- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or customers should stand).
- Take measures at checkout stations to minimize exposure between cashiers and customers, such as Plexiglas barriers.
- Consider offering workers who request modified duties options that minimize their contact with customers and other workers (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Adjust in-person meetings, if they are necessary, to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines.
- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation to limit transmission of the virus.
- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Ensure workers can maintain physical distance in breakrooms, using barriers, increasing distance between tables/chairs to separate workers, etc. Where possible, create outdoor break areas with shade coverings and seating arrangements that ensures physical distancing. Discourage workers from congregating during breaks and ensure they are not eating or drinking without face coverings within six feet of each other.
- Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.

- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues.
- Encourage workers to practice physical distancing during pickup and delivery by talking with the customer through a passenger window, loading items directly into the customer's trunk without contact, or leaving items at their door.
- Make some locations pickup- or delivery-only to minimize worker/customer contact, where possible.
- Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.

¹Additional requirements must be considered for vulnerable populations. The retail industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.



Do Your Part to Prevent COVID-19!

✓ **MAINTAIN YOUR SPACE – 6 feet**

✓ **COVER YOUR FACE**

By entering this facility, I CERTIFY THAT:

- I do not have a fever of 100.4 or higher
- I am not experiencing a cough or shortness of breath
- I have not had close contact with someone diagnosed with COVID-19
- I have not been directed to self-isolate or quarantine by a medical professional

If you are experiencing any of these symptoms, you should go home and seek medical advice regarding when it is safe to seek services.

By entering this facility, I AGREE TO:

- Follow the guidance provided by the local health officer and the California Department of Public Health
- Regularly wash my hands for at least 20 seconds, or if unable to, use hand sanitizer
- Avoid touching my eyes, nose, and mouth
- Attempt to maintain at least six feet of distance from others where walls or other barriers are not in place
- Wear a cloth face covering, unless directed otherwise by a healthcare provider
- Avoid shaking hands with others



COVID-19 Site-Specific Protection Plan (SPP) Template

Business Name:

Facility Address:

This COVID-19 Site-Specific Protection Plan (SPP) was most recently updated on:

<Insert Date>

The person(s) responsible for implementation of this Plan is:

Name

Title

I, **<insert name>** certify that all employees have been provided a copy of it and have reviewed it and received training as required in this SPP.

Name

Signature

Individual Control Measures and Screenings

- Employees whose work duties can be conducted remotely are doing so and will continue to do so until the Shelter in Place Order is lifted.
- All employees have been provided with or have administered to themselves symptom and/or temperature screenings at the beginning of their shift and all other employees entering the worksite at all times. The individual conducting the temperature/symptom screening will avoid close contact with employees to the extent possible. Both screeners and employees wear face coverings during each screening. Screening follows [CDC Guidelines](#).
- Employees who are sick or exhibiting symptoms of COVID-19 are directed to stay home and Centers for Disease Control guidelines will be followed for when that employee can return to work.
- Employees are provided with all required protective equipment (i.e., face coverings) and the employer ensures this equipment is worn properly at all times.
- **<Insert types of protective equipment provided to employees at this worksite location>**

- Employees are provided with and use protective equipment when offloading and storing delivered goods. Employees inspect deliveries and perform disinfection measures prior to storing goods in warehouses and facilities.
- Face coverings are required when employees are in the vicinity of others. Face coverings are not shared at this worksite.
- Employees take reasonable measures to communicate with the public that they should use face coverings.
- *<Insert any additional control measures you are implementing at this worksite>*

Cleaning and Disinfecting Protocols

- Thorough cleaning in high traffic areas is performed regularly. Commonly used surfaces are frequently disinfected.
- All shared equipment and touchable surfaces are cleaned and sanitized between each use.
- *<Insert your schedule for disinfecting high traffic areas as well as commonly used surfaces. Delete all that do not apply to your specific worksite and add any that are missing>*
 - Break rooms:
 - Bathrooms:
 - Handrails/door handles/counters/shelving:
 - Shopping carts/baskets:
 - Conveyor belts:
 - Registers:
 - Scanners:
 - Telephones:
 - Hand/held devices (payment portals, including ATM PIN pads, styluses):
 - Time clocks:
 - Handwashing facilities:
 - Custom equipment and tools (i.e., pallet jacks, ladders, supply carts)
 - Others:
- Customer entrances and exits, and points of sale are equipped with proper sanitation products, including hand sanitizer and/or sanitizing wipes.
- Hand washing facilities will be made available for, at a minimum, employees and will stay operational and stocked at all times and additional soap, paper towels, and hand sanitizer are supplied when needed. Hand sanitizer will be provided where businesses do not have indoor plumbing.

- Sanitizing supplies are provided to promote employees' personal hygiene. This may include tissues, no-touch trash cans, hand soap, adequate time for hand-washing, alcohol-based hand sanitizers, disinfectants, gloves, and disposable towels.
- Cleaning products are used that meet the Environmental Protection Agency (EPA)'s-approved for use against COVID-19 list.
- Business hours and/ or other procedures have been modified to provide adequate time for regular, thorough cleaning, product stocking, or other measures.
- *<Insert a description of what specific operational procedures you are implementing to ensure there is adequate time for cleaning/disinfecting>*
- Employees are provided adequate time to implement cleaning practices before and after shifts.
- Hands-free devices have been installed, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems. *<Insert any specific measures that have been taken.>*
- *<Insert any additional measures that have been taken at this business location.>*

Physical Distancing Guidelines to Keep People at Least Six Feet Apart

- Employee breaks and break rooms are managed to allow employees to eat on premises in designated areas where they can remain 6 feet apart.
- The following per-person limits have been placed on goods that are selling out quickly to reduce crowds and lines.
- *<Insert explanation if this applies to your type of business – otherwise delete>*
- Tape or other markings have been placed at least six feet apart in customer line areas on sidewalks or other walkways near public entrances with signs directing customers to use the markings to maintain distance.
- Customers are not permitted to bring their own mugs or other reusable items from home. Customers may bring reusable bags, but they must adhere to the following requirements: customers must leave reusable bags in a shopping cart/basket or carry them and bag their own items after checkout.
- *All desks or individual workstations are separated by at least six feet or employees otherwise maintain six feet if workspace is limited. <Insert a specific description of the layout of your worksite and how you will accomplish these physical distancing measures>*
-

Business/Industry (i.e., retail, restaurant) Best Practices

- *<Go to [Marin Recovers website](#) and find the list of specific best practices for your type of business and copy/paste them into this section. For example, the Retail specific guidance will include guidelines for operating curbside service beginning on May 18th.*
- *If you've implemented additional measures specific to your business type, include them here as well.>*
- All new business operations will continue to be accessible to consumers and employees with disabilities, complying with the [Americans with Disabilities Act, Title III](#) which covers private business entities.

Notification of COVID-19 Positive Case at your Worksite

- County of Marin Public Health is notified of all positive COVID-19 cases.
- If an employee is diagnosed with COVID-19, Marin County Public Health will provide assistance in the assessment of potential worksite exposures, and any recommended testing, quarantine, or isolation instructions.
- Employers and employees are aware that they can call Marin Public Health if a suspected exposure has occurred at 415-473-7191.

Training

Employees have been trained on the following topics:

- Information from the [Centers for Disease Control and Prevention](#) (CDC) on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- The importance of seeking medical attention if an employees' symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
- Manufacturer's directions and Cal/OSHA requirements for safe use of personal hygiene and cleaning products.

- The importance of physical distancing, both at work and off work time (see Physical Distancing section above).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - The importance of washing and/or sanitizing hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings to be washed after each shift.
- <Insert here any other worksite training measures you have taken.>

Compliance and Documentation

- This worksite is regularly inspected for compliance with this Site-Specific Protection Plan (SPP) and any deficiencies are documented and corrected.

Exhibit A – Physical Distancing for Operating Indoors²

<Insert the effective date your business is permitted to operate indoors>

- The number of individuals allowed indoors at any one time is limited to _____, which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.
- An employee will be assigned during all operating hours to ensure that the maximum number of customers indoors is not exceeded.

² Not all businesses are permitted to operate indoors yet. The State and County Public Health Orders provide specific direction as to when and what type of businesses are permitted to operate indoors. Please incorporate Exhibit A into your Worksite Specific Plan when your business type is permitted to do so.