

# Business and Community Reopening Resources Guide



*Connected by Business*

*May 18, 2020*



## THE GUIDE

This document has been prepared by the City of Murrieta to assist the businesses who have faced the devastating impacts of being closed or severely restricted because of the COVID-19 pandemic of spring 2020. The guide was developed by input from a variety of stakeholders including business owners and industry best practices gathered from the State, County, League of California Cities, Center for Disease Control and Prevention (CDC) and other cities. It is the City's desire to provide Murrieta businesses with some of the best practices gathered from business owners in this region, in order to assist them in preparing to reopen and serve the community once again.

Users of the recommendations in this document are encouraged to also review guidelines and mandates as set by the County of Riverside, State of California, and CDC as well as industry licensing and standards, prior to taking any action. This guidance does not supersede the before mentioned guidelines and mandates. Please review with your own legal or human resources advisors. This resource references common industries and is not meant to serve as an exhaustive list of all sectors in the community. All content is subject to change.

Industry specific information from the State of California can be found at the following link:

[covid19.ca.gov/roadmap/](https://covid19.ca.gov/roadmap/)

Industry specific information from the Centers for Disease Control and Prevention can be found at the following link:

[cdc.gov/coronavirus/2019-nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)



## MESSAGE FROM THE CITY COUNCIL

The past few months have impacted all of us in ways we could have never imagined. Together we have faced a pandemic and flattened the curve. We have united to help those in need, and demonstrated that we are, indeed, a connected community.

Now, as we move toward a long-awaited re-opening, businesses face an ever-changing array of rules and recommendations from local, state and federal sources. It can be confusing to say the least.

We have prepared this guide to consolidate some of the information that matters most to Murrieta businesses. It will help you understand the stages of re-opening, what is required, and what is recommended. It points to best practices that will make your businesses safer; so when it is time to open your doors, you are ready for us. We are certainly ready for you!



Gene Wunderlich  
Mayor



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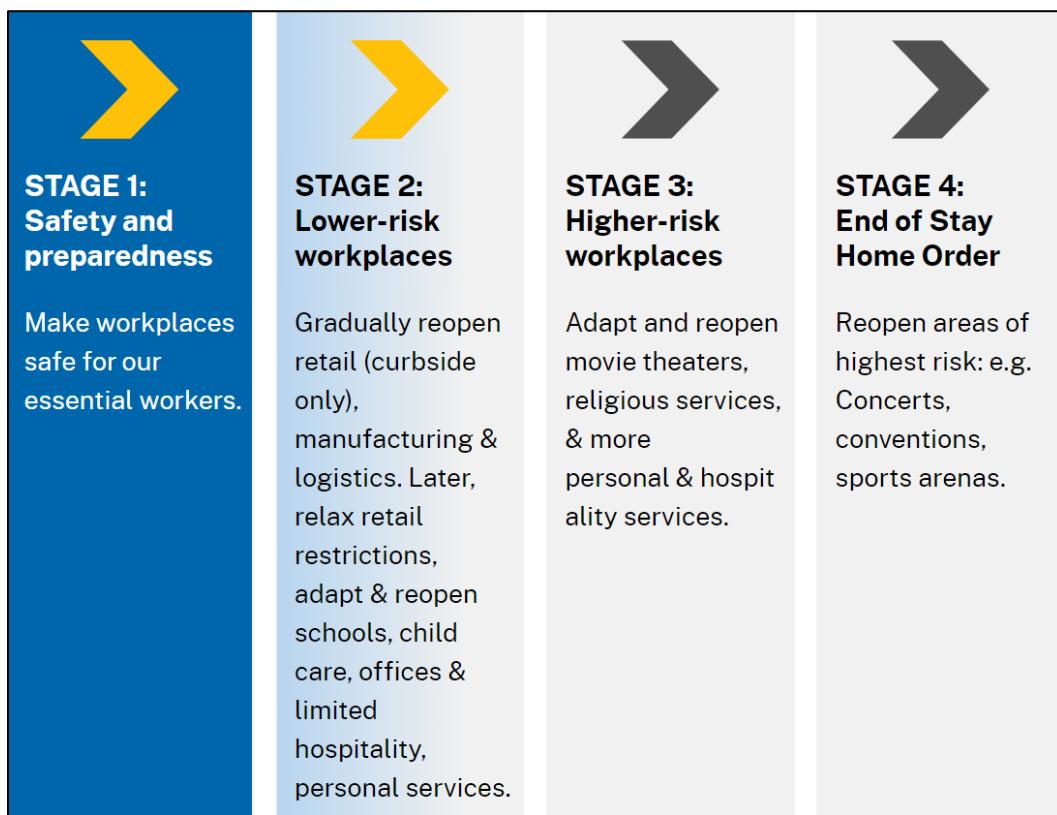


## ROADMAP

The four phases referenced in this document are intended to match the State of California's Resilience Roadmap Stages as set by the Governor under which the City of Murrieta must legally abide. Certain terms such as "phases" and "stages" or "clients" and "customers" and "visitors" may be used interchangeably. Social distancing shall be defined as a 6' physical separation between individuals. Face coverings are highly encouraged.

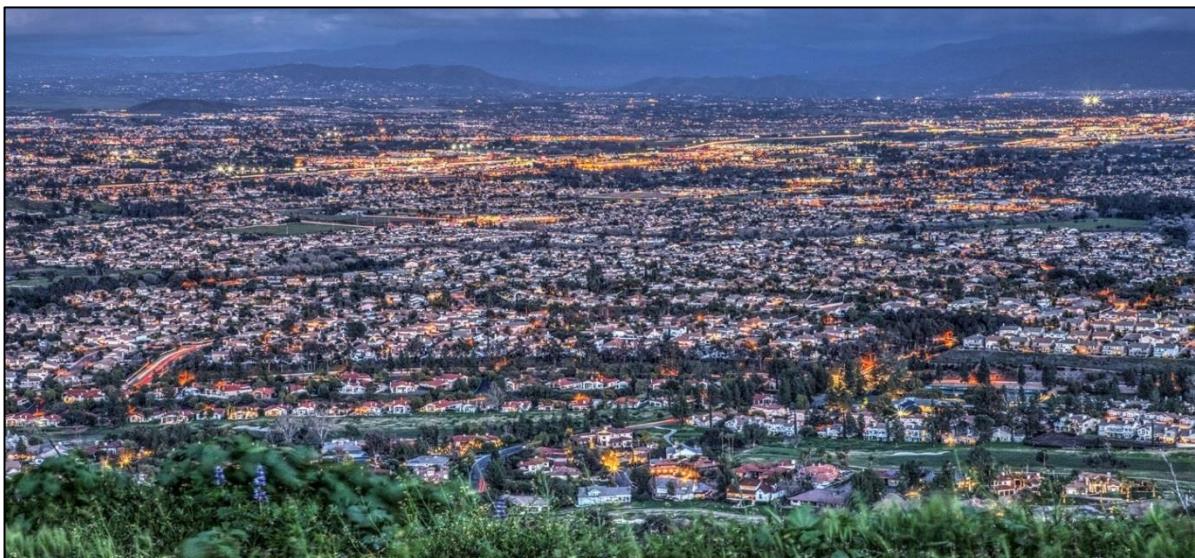


*We are now in early Stage 2, where retail (curbside and delivery only), related logistics and manufacturing, office workplaces, limited personal services, outdoor museums, and essential businesses can open with modifications.*



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## OFFICE SETTING/PROFESSIONAL SERVICES



### Phase 1 (Previous Stage)

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Essential staff works in office as needed and/or remotely where possible
- ✓ Non-essential staff works remotely where possible
- ✓ Office generally closed to the public, appointments may be available

#### Public Health Measures:

- ✓ Prop doors open prior to appointment for hands-free entry
- ✓ Post signage for customers outside of entry regarding what to expect inside the office area (i.e., wait in reception, complimentary hand sanitizer, social distance)
- ✓ Post signage inside office area explaining where to wait
- ✓ Remove displays that would encourage browsing/touching
- ✓ Use floor markers (i.e., "x") to indicate where guests should wait
- ✓ Use Plexiglas barrier between front desk staff and visitors, at counters where needed
- ✓ Place hand sanitizer, disinfectant wipes and aerosol disinfectants prominently to be used regularly by all; provide to staff if feasible
- ✓ Mandate use of face coverings for employees and visitors
- ✓ Implement daily cleaning protocols to disinfect high traffic touch points and workstations
- ✓ Prohibit placement of food for sharing (doughnuts, cookies, candy, etc.)
- ✓ Require employees to remove most personal items to allow for adequate cleaning and disinfection
- ✓ Post safety signage for employees in all restrooms, meeting rooms, common areas and lobby
- ✓ Implement safety measures for handling mail and packages
- ✓ Provide disposable/give-away pens or disinfect between use
- ✓ Encourage employee safety protocols as appropriate (temperature checks, handwashing, health questionnaires, etc.)
- ✓ Provide areas for employee breaks and lunches that allows for social distancing
- ✓ Set appropriate occupancy numbers for meeting rooms, breakrooms, offices, etc. to allow for social distancing

#### Participants:

Employers / Employees / Clients

## Phase 2 (Current Stage)

### Function Description:

- Offices can reopen where telework is not an option (Early Phase 2).
- Telecommute and flex work schedules encouraged in a way that meets walk-in client demands (Early Phase 2)

### Public Health Measures:

All of Phase 1 measures, plus:

- Manage capacity by social distancing and flex work arrangements
- Require employees to wear face coverings for close contact; encourage and/or supply face coverings for clients
- Implement line management if needed to maintain social distancing (both employees and clients)
- Implement virtual queue system for walk-in clients with text alerts advising when they can enter
- Require meetings be held virtually if possible
- Limit/prohibit all but essential travel when possible

### Participants:

- Employers / Employees / Clients

## Phase 3 (Future Stage)

### Function Description:

- Most employees return to work onsite to support increasing business activity
- Office open for walk-in business, though appointments encouraged

### Public Health Measures:

All of Phase 2 measures, plus:

- Place signage to discourage loitering in common areas/remove seating or wipe down daily
- Provide disposable dishes and other products when available
- Host breaks offsite, outdoors or in an area that promotes social distancing
- Conduct deep cleaning at the end of each business day

### Participants:

- Employers / Employees / Clients

## Phase 4 (Future Stage)

### Function Description:

- All employees return to regular work schedules
- Office opens for walk-in business

### Public Health Measures:

- Post signage to advise clients of efforts to maintain a healthy workplace
- Maintain minimal signage about hygiene practices in lobby and high traffic areas
- Continue to provide hand sanitizer stations
- Encourage contactless environment (i.e., hands free door opening)
- Maintain ample supply of hand sanitizer and cleaning agents

### Participants:

Employers / Employees

## PERSONAL SERVICES

(Includes Hair and Nail Salons, Groomers)



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

### Function Description:

- Staff is furloughed and/or working from home (if possible)
- Business is closed to the public

### Public Health Measures:

- Professionally clean and sanitize work site
- Sanitize and individually package employee tools and equipment
- Reconfigure workstations to include industry-appropriate sanitizers
- Equip all workstations with sanitizer, basic PPE, and disinfectant wipes or solution as appropriate for employee or customer use
- Post employee safety signage in common areas and restrooms
- Provide disposable belongings bags or disposable linings for customer use
- Implement new PPE as appropriate for all employees, according to their position
- Common areas are closed for staff meetings and gathering
- Establish policy to wipe down chairs between customers; provide clean and sanitized cape to each customer
- Continue to follow State licensing procedures
- Disinfect equipment and incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

### Participants:

Employers / Employees

## Phase 2 (Current Stage)

### Function Description:

- Staff is furloughed (Early Phase 2)
- Business is closed to the public (Early Phase 2)
- Staff returns to work with modified hours (Late Phase 2)
- Business opens to the public with modified hours as needed to maintain social distancing and demand (Late Phase 2)

### Public Health Measures:

- Reconfigure business floorplan as needed to maintain social distancing and work demand in all areas (i.e., in between workstations, between reception and public entry point)
- Implement appointment only or queue system with text alerts for public entry into the business
- Limit waiting areas to minimal seating capacity
- Post signage at exterior storefront to promote hygiene best practices and advise clients what to expect upon entry
- Place signage in reception area with hygiene best practices
- Minimize brochure stands and merchandising displays to discourage high touch contact points
- Use Plexiglass or plastic barriers at workstations where possible
- Require clients to wear basic PPE as appropriate for interaction with staff and the environment
- Utilize disposable coverings on shared contact points where possible
- Sanitize tools after each use and ensure individual wrapping after sanitization or sterilization
- Place sanitizing and disinfectant cleaners at workstations and common areas for employees and clients
- Close and/or limit access to common areas, amenities and self-service areas for employees and clients
- Provide bottled water and disposable cups to clients instead of reusable cups, glasses, mugs or plates
- Ensure employees have updated certifications.

### Participants:

- Employers / Employees / Clients



## Phase 3 (Future Stage)

### Function Description:

- Additional staff returns to work with modified schedules as needed to maintain social distancing and demand
- Business opens to the public with additional hours as needed to maintain social distancing and demand
- Walk-in patrons are accommodated as availability permits with appropriate measures in place

### Public Health Measures:

Phase 2 measures remain in place

### Participants:

Employers / Employees / Clients

## Phase 4 (Future Stage)

### Function Description:

- Staff and scheduling are fully functional based on demand
- Walk-in patrons fully resume
- Common areas and common amenities are reopened with appropriate precautions

### Public Health Measures:

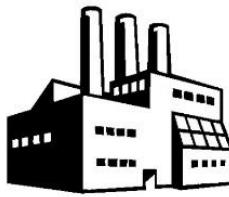
- Phase 3 measures in place, except
- Remove partitions, but make available upon request
- Discontinue requesting clients to wear PPE
- Adopt enhanced safety, cleaning, and hygiene procedures and protocols
- Discontinue use of some disposables, if common areas and reusable items are cleaned per procedures
- Reopen common areas and amenities with capacity limits and cleaning per procedures
- Post signage in common areas promoting hygiene and disinfection

### Participants:

Employers / Employees / Customers



## MANUFACTURING



### Phase 1 (Previous Stage)

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

### Function Description:

- Staff is furloughed and/or working remotely where possible
- Staff on the manufacturing floor is scheduled flexibly to accommodate social distancing
- Operations continue or are retooled to produce essential goods

### Public Health Measures:

- Implement a policy for employee health and wellness checks, including both self-assessment and certification with managers, and addressing employees with symptoms and exposure
- Implement PPE as appropriate for all employees according to their position
- Post safety signage in common areas, restrooms, breakrooms, conference rooms, etc.
- Close plant to outside visitors
- Postpone in person meetings or gatherings until later phases; conduct via teleconference meetings when possible
- Close common areas and encourage employees to take breaks outside and/or offsite
- Disinfect equipment regularly
- Install multiple hygiene and PPE stations accessible to employees on the manufacturing floor
- Place hand sanitizer at all workstations on administrative floors and offices
- Schedule shipping and deliveries with limited interaction. Disinfect incoming and outgoing packages.
- Limit occupancy of meeting rooms, break areas, vehicles, and common areas to allow for social distancing
- Create a site specific workplace health and safety plan
- Designate an employee to oversee health and safety programs
- Implement employee health and safety guide or webinar training series

### Participants:

Employers / Employees

## Phase 2 (Current Stage)

### Function Description:

- Staff can return to work with implementation of the Health Measures listed below
- Staff on the manufacturing floor continues to be scheduled flexibly to accommodate social distancing
- Operations continue to produce essential goods or return to original manufacturing production efforts

### Public Health Measures:

- Phase 1 Measures, plus:
- Implement protocols and procedures for visiting vendors, including health self-assessments and inquiries
- Limit interaction time with delivery drivers. Permit onsite urgent vendor service calls when required
- Resume meetings and gatherings with social distancing; teleconference when possible
- Permit employees to take breaks inside in common areas if space allows for social distancing, continue to encourage them to take breaks outdoors and/or offsite

### Participants:

Employers / Employees / Vendors

## Phase 3 (Future Stage)

### Function Description:

- Phase 2 functional description remains in place

### Public Health Measures:

- Phase 2 health measures maintained in place

### Participants:

Employers / Employees / Vendors



## Phase 4 (Future Stage)

### Function Description:

- Staff returns to work with regular work schedules
- Manufacturing floor is restored to its original production use
- Retooled production lines may continue to operate and produce essential goods, as needed
- Outside visits resume with appointments being encouraged and security screenings in place

### Public Health Measures:

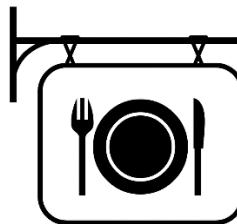
- Maintain hygiene stations on administrative floor
- Maintain hygiene and PPE stations on plant floors
- Reopen common areas and use disposables in kitchen areas
- Continue with protocols for cleaning, sanitation, and hygiene
- Employee Health Checks may or may not be administered, dependent on the organization
- Develop new PPE protocols for visitors and visiting vendors

### Participants:

Employers / Employees / Vendors / Visitors



## RESTAURANTS



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- Dining rooms, catering, event spaces, buffet sections, and bars are closed
- Online orders, grab-and-go, takeout, and delivery services are available
- Staff and hours of operation are minimized

#### Public Health Measures:

- Implement policies for employee health checks to protect employees and customers
- Implement policies to protect employees from customer interactions and unnecessary exposure
- Implement daily cleaning protocols to disinfect high traffic touch points and respective work areas
- Designate location for pick-up and takeout orders and post signage accordingly
- Prop doors open for hands-free entry if applicable
- Post signage outside of entry with communications about what to expect inside
- Use floor markers ("x") to indicate where guests should wait to encourage social distancing
- Implement touchless pay
- Install plexiglass partitions to separate customers from employees at the ordering counter
- Provide employees with PPE appropriate for their position
- Place hand sanitizer prominently throughout restaurant for staff and customer use
- Eliminate handheld menus when possible or disinfect after each use
- Provide pens to give away or sanitize after each use

#### Participants:

Employers / Employees / Customers

## Phase 2 (Current Stage)

### Function Description:

- Functions under Phase 1 continue, plus
- Limited return of staff with part-time schedules to match demand and maintain public health measures (Late Phase 2)

### Public Health Measures:

- Phase 1 measures, plus (Late Phase 2):
- Reconfigure dining tables and add barriers to accommodate physical distancing
- Use disposable tableware when possible; when not possible, sanitize tableware between uses
- Use disposable menus when possible
- Encourage dining by reservation to manage capacity
- Use queue system with ability to text or call guests to notify them when table is available
- Clean tables, high-touch and high traffic areas and disinfect equipment per enhanced protocols
- Post safety signage in restrooms, employee areas and where appropriate for diners

### Participants:

Employers / Employees / Consumers

## Phase 3 (Future Stage)

### Function Description:

- Expand hours of operation to accommodate more guests over extended periods of time
- Increase staffing
- Return of self-service areas
- Banquet areas made available to private party reservations accommodating “household groups”

### Public Health Measures:

- Phase 1 & 2 measures, plus:
- Increase cleaning protocols during peak traffic times

### Participants:

Employers / Employees / Consumers



## Phase 4 (Future Stage)

### Function Description:

- Return of group seating, buffet, self-service areas, and bars
- Modified floorplans to regular table spacing, allowing for more guests
- Resume original hours of operation
- Increase staffing to accommodate demand
- Online and take-out orders continue to be promoted
- All methods of payment accepted

### Public Health Measures:

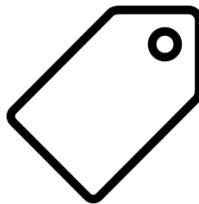
- Discontinue use of PPE by staff, except for complying with local, state and federal guidelines for handling food, cleaning, and clearing tables and dishes
- Reintroduce permanent, handheld menus in plastic covers for easy cleaning
- Reintroduce waiting areas outside of the restaurant
- Assign restaurant greeter to manage the entry/exit door, if doors not propped open

### Participants:

Employer / Employee / Consumers



## RETAIL



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- Business is closed for in-person customer interactions
- Online sales with delivery, grab-n-go, or curbside delivery options where possible
- Non-essential staff is furloughed, scheduled with reduced hours, or teleworking
- Essential staff is onsite for limited activities and periods (i.e., security, administration of operations)

#### Public Health Measures:

- Post signage at retail entrance with closure notice and reference to online shopping options
- Transition to e-commerce if the retail establishment has infrastructure for this
- Schedule shipping and deliveries with limited interaction
- Disinfect incoming and outgoing packages
- Stock hygiene and disinfectant supplies
- Reconfigure floorplans, enabling line management, and determine capacity/occupancy protocols based on social distancing standards
- Develop new cleaning protocols
- Perform deep clean and sanitation of entire store prior to reopening
- Disinfect seating, tables, and desks before and after each use, and provide disinfectant wipes or sprays for additional use as needed
- Place hand sanitizer prominently at each desk, reception area, and pick-up station

#### Participants:

Employers / Employees / Customers

## Phase 2 (Current Stage)

### Function Description:

- Businesses are open for delivery or curbside pick-up such as bookstores, jewelry stores, toy stores, clothing and shoe stores, home and furniture stores, sporting goods stores, car washes, and florists (Early Phase 2)
- Online shopping, phone orders, grab-n-go, and curbside delivery practices are encouraged (Early Phase 2)
- Businesses are open with implementation of the Health Measures listed below (Late Phase 2)
- Online shopping, phone orders, grab-n-go, and curbside delivery practices are encouraged (Late Phase 2)

### Public Health Measures:

- Implement policies for employee health checks to protect employees and customers
- Implement policies to protect employees from customer interactions and unnecessary exposure
- Implement daily cleaning protocols to disinfect high traffic touch points and respective work areas
- Place floor markers to maintain customer social distancing standards
- Consider one-way directional floor plans where beneficial to avoid close crossing in aisles
- Section and separate checkout stands with plexiglass or comparable barriers
- Equip checkout stands with portable scanners to minimize contact with goods
- Request customers place items with barcodes exposed for ease of scanning and contactless checkout
- Offer touch-free payment options/ give-away pens or pens sanitized between use
- Equip employees with PPE appropriate for their position
- Provide disinfectant wipes, disinfectants and hand sanitizer to consumers and employees at high touch points / high traffic areas and desk stations where applicable
- Offer PPE for customers if appropriate
- Require employee/client face coverings

### Participants:

Employers / Employees / Customers



## Phase 3 (Future Stage)

### Function Description:

- Expanded hours enabling more transactional volume over time
- Continue to promote online shopping experiences
- Limiting curbside pick-up and encouraging delivery services when available

### Public Health Measures:

- Cleaning, sanitation & hygiene measures from Phase 2 remain in effect, plus:
- Continue to post communication outside storefronts and throughout the interior shopping areas to promote hygiene and best practices to minimize transmission
- Use line management to control capacity/occupancy at peak hours

### Participants:

Employers / Employees / Customers

## Phase 4 (Future Stage)

### Function Description:

- All employees return to work with regular schedules
- Open for business over typical hours

### Public Health Measures:

- Cleaning, sanitation & hygiene measures from Phases 3 remain in effect, plus
- Make face coverings optional
- Remove plexiglass barriers or maintain as optional
- Implement long-term procedures and protections for employees

### Participants:

Employers / Employees / Customers



## TOURISM ACTIVITIES



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Golf and equestrian are open with restrictions

#### Public Health Measures:

- ✓ Golf: Limit to foursomes with social distancing, no caddies, no events, face coverings required, no in- person dining
- ✓ Equestrian: Limit to four riders together, social distancing with other riders on the trails, face coverings required when encountering others

#### Participants:

Murrieta and neighboring residents

## Phase 2 (Current Stage)

#### Function Description

Continue with Phase

#### Public Health Measures:

- Golf: Limit to foursomes with social distancing, no caddies, no events, face coverings required/strongly encouraged, no in-person dining
- Equestrian: Limit to four riders together, social distancing with other riders on the trails, face coverings required/strongly encouraged when encountering others

#### Participants:

California and western state residents

## Phase 3 (Future Stage)

### Function Description:

Opening of additional outdoor recreation to include transportation and spas and gyms

### Public Health Measures:

- Golf: Limited to foursomes with social distancing, no caddies, no events, face coverings when encountering others
- Equestrian: Limited to four riders together, social distancing with other riders on the trails, face coverings when encountering others
- Day Spas: Reservations only, contactless payment, one guest and one staff per room, sterilization of all equipment, touch points, and furniture before and after each use, gloves and masks worn by staff, masks worn by guests if encountering others
- Gyms: Physical distancing, staff wearing facial coverings/masks when in close contact/interacting with guests and staff. Disinfecting/sanitizing all touch points and surfaces multiple times during open business hours, hand sanitizer available at multiple locations. Place sanitizing and disinfectant cleaners at exercise stations and common areas for employee and clients. Group exercise sessions limited to allow for a minimum of six feet of distancing during the session.

### Participants:

Open to nationwide residents in accordance to state and federal travel guidelines

## Phase 4 (Future Stage)

### Function Description:

All indoor and outdoor recreation is open

### Public Health Measures:

All surfaces and touch points will be sanitized before and after use, contactless pay will be used as much as possible, social distancing will be adhered to

### Participants:

Open internationally in accordance with state and federal travel guidelines



## BREWERIES / DISTILLERIES



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Business is closed to the public
- ✓ Online sales with delivery or shipment options where possible
- ✓ Non-essential staff is furloughed, scheduled with reduced hours, or teleworking
- ✓ Essential staff is onsite for limited activities and periods (i.e., security, administration of operations)

#### Public Health Measures:

- ✓ Post signage at entrance with closure notice
- ✓ Transition to e-commerce if the brewery or distillery has infrastructure for this
- ✓ Schedule shipping and deliveries with limited interaction
- ✓ Disinfect incoming and outgoing packages
- ✓ Stock hygiene and disinfectant supplies
- ✓ Reconfigure floorplans, enabling line management, and determine capacity/occupancy protocols based on social distancing standards
- ✓ Develop new cleaning protocols
- ✓ Perform deep clean and sanitation of entire store prior to reopening
- ✓ Disinfect seating, tables, and desks before and after each use, and provide disinfectant wipes or sprays for additional use as needed
- ✓ Place hand sanitizer prominently at each desk, reception area, and pick-up station

#### Participants:

- Employers / Employees / Customers

## Phase 2 (Current Stage)

### Function Description:

- Tasting rooms are closed to the public (Early Phase 2)
- Online sales can continue with curbside pick-up added where possible (Early Phase 2)
- Limited staff may return for the manufacturing component with implementation of the Health Measures listed below (Early Phase 2)
- Tasting rooms may open to the public with reduced capacity limits similar to those of dine-in restaurants (Late Phase 2)

### Public Health Measures:

- Use restaurant measures
- Implement policies for employee health checks to protect employees and customers
- Implement policies to protect employees from customer interactions and unnecessary exposure
- Implement daily cleaning protocols to disinfect high traffic touch points and respective work areas
- Place floor markers to maintain customer social distancing standards
- Consider one-way directional floor plans where beneficial to avoid close crossing in aisles
- Section and separate checkout stands with plexiglass or comparable barriers
- Equip checkout stands with portable scanners to minimize contact with goods
- Request customers place items with barcodes exposed for ease of scanning and contactless checkout
- Offer touch-free payment options/ give-away pens or pens sanitized between use
- Equip employees with PPE appropriate for their position
- Provide disinfectant wipes, disinfectants and hand sanitizer to consumers and employees at high touch points / high traffic areas and desk stations where applicable
- Offer PPE for customers if appropriate
- Require employee/client face coverings

### Participants:

Employers / Employees / Customers



## HOTELS



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Lodging for essential workers, first responders, medical staff, vulnerable populations, self-quarantine guests

#### Public Health Measures:

- ✓ Implement use of PPE and supplies
- ✓ Deep clean contact surfaces in common areas; deep clean/sanitize common areas daily, apply brand standard cleaning protocols
- ✓ Add sanitizing protocols to daily room cleaning; deep clean and sanitize between guests, leave vacant for a determined amount of time if possible
- ✓ Remove items that are difficult to clean and sanitize in rooms and common areas
- ✓ Implement social distancing
- ✓ Remove furniture from lobbies and breakfast areas
- ✓ Use night windows or Plexiglass for check-in and check-out
- ✓ Close swimming pools, spas, gyms, and meeting spaces
- ✓ Serve prepackaged breakfast items

#### Participants:

- Local guests and essential workers

### Phase 2 (Current Stage)

#### Function Description:

- Lodging for essential workers, first responders, medical staff, vulnerable populations, self-quarantine guests
- Reopen website booking channel (late phase 2)

**Public Health Measures:**

- Implement PPE and supplies for areas that are designated for essential workers, first responders, medical staff, vulnerable populations, and self- quarantine guests
- Deep clean contact surfaces in common areas; deep clean/sanitize common areas daily, apply brand standard cleaning protocols
- Continue brand protocols and add sanitizing protocols to daily room cleaning; deep clean and sanitize between guests, leave vacant for a determined amount of time if possible
- Facilitate social distancing by spaced placement of furniture in lobbies and breakfast areas, use of night windows or Plexiglass for check-in and check-out
- Open swimming pools, spas, gyms, and meeting spaces for limited number of guests; institute strict chemical testing regimen particularly in warm weather
- Offer prepackaged breakfast items if unable to promote social distancing in dining areas

**Participants:**

California and western state residents

**Phase 3 (Future Stage)****Function Description:**

- Rehire employees, provide new protocol training, and prepare for full operation
- Open more rooms for overnight guests
- Reopen all booking channels
- Reopen hotel spas and gyms with modified hours and capacity limits
- Reopen hotel pools with modified hours, capacity limits, and amplified chemical testing regimen

**Public Health Measures:**

- Maintain social distancing by spaced placement of furniture in lobbies and breakfast areas, use of night windows or Plexiglas for check in and check out
- Increase capacity for swimming pools, spas, gyms, meeting spaces
- Reopen breakfast/restaurant areas with social distancing in place
- Implement employee temperature checks

**Participants:**

- Open to nationwide residents in accordance to state and federal guidelines for travel

**Phase 4 (Future Stage)****Function Description:**

- Hotel fully operational

- Fully staffed with trained employees
- Open bookings for leisure, business, and meetings guests

#### **Public Health Measures:**

- Comply with brands' new cleaning protocols
- Maintain social distancing
- Provide and staff use of PPE if necessary
- Apply new standards for meetings and events
- Remove Plexiglass for check-in and check-out

#### **Participants:**

Open internationally in accordance to state and federal travel guidelines



## CITY HALL



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- City Hall is closed to public
- Departments modify processes, implement technology and continue to deliver most public services virtually
- Most public services are available electronically or over telephonically
- In-person and offsite services (i.e., in-home inspections, etc.) and meetings prohibited
- Create process for plan submittal and review
- Create an internal COVID-19 response team

#### Public Health Measures:

- Move City Council meetings to a virtual environment
- Cancel board and commission meetings unless critical, time sensitive actions are required
- Quarantine all mail and deliveries, including plans, for 48 hours
- Limit employees on-site by creating cohorts that alternate working in City Hall and teleworking
- Require employees to stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- City posts health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work and telework schedules, and workspace to maintain social distancing standards; prohibits physical meetings
- Increase the cleaning/sanitization schedule for the building
- City establishes policies to respond to and mitigate employee exposure i.e. take time off work when sick, caretaking of exposed or positive family members, and to return to work after exposure
- City creates and posts public health educational materials, health and safety orders and census information through social media

#### Participants:

Employer / Employees

## Phase 2 (Current Stage)

### Function Description:

- Return employees to the work place full-time
- City Hall open to the general public for limited services
- In-person plan review by appointment
- Limited non-construction and in-home inspections resume under strict social distancing measures and PPE protocols
- Refocus the COVID-19 response team to de-escalation efforts

### Public Health Measures:

- Quarantine all mail, deliveries and plans for 48 hours
- Return the City Council to Council Chambers with virtual public attendance, only
- Begin virtual board and commission meetings
- Install plexiglass shielding between staff and public for appointments at public counters
- Develop and implement queuing system for the public
- Plan for and implement procedures for sun and heat exposure for overflow public queuing
- Suspend cash transactions – credit card and on-line payments, only
- Mandatory temperature checks and health screenings for employees and the public
- Continue to require that employees stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- Reduce maximum occupancy in all public areas and encourage the continuation of virtual and telephonic meetings
- Continue to post /update health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work schedules, telework schedules, and workspace to maintain social distancing standards
- Continue to modify policies to respond to and mitigate employee exposure i.e. take time off work when sick, caretaking of exposed or positive family members, and to return to work after exposure (14 days)
- Continue to create and post public health educational materials, health and safety orders and census information through social media

### Participants:

Employer / Employees / Public



## Phase 3 (Future Stage)

### Function Description:

- With queuing systems still in place, additional services are phased in
- Appointments are still encouraged for plan review
- Resume public attendance at City Council meetings
- Continue to allow virtual public attendance and participation in City Council meetings
- In-person board and commission meetings resume with virtual public attendance, only
- Internal/external public and community meetings resume

### Public Health Measures:

- Continue reduced maximum occupancy, including in the Council Chambers
- Continue mandatory temperature checks and health screenings for employees and the public
- Continue to require that employees stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- Continue to post /update health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work schedules, telecommute schedules, and workspace to maintain social distancing standards
- Continue to modify policies to respond to and mitigate employee exposure i.e. take time off work when sick, caretaking of exposed or positive family members, and to return to work after exposure
- Continue to create and post public health educational materials, health and safety orders and census information through social media

### Participants:

Employer / Employees / Public



## Phase 4 (Future Stage)

### Function Description:

- All City operations and staff presence at full capacity
- Resume public attendance at board and commission meetings
- Technology supporting long-term health standards evaluated and implemented
- Technology supporting ongoing teleworking environment evaluated and implemented

### Public Health Measures:

- Continue to require that employees stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- Continue to post /update health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work schedules, telecommute schedules, and workspace to maintain social distancing standards
- Continue to modify policies to respond to and mitigate employee exposure i.e. take time off work when sick, caretaking of exposed or positive family members, and to return to work after exposure

### Participants:

Employer / Employees / Public



## COMMUNITY FACILITIES AND PROGRAMS



### Phase 1

#### Function Description:

- ✓ Most parks throughout the City remain open for usages in compliance with County and State Orders and CDC guidelines
  - Exceptions: closure of the dog and skate parks
- ✓ After initial closures, all parking lots for all parks are open
- ✓ After initial closures, tennis courts are open
- ✓ Sports fields are closed
- ✓ Most amenities (including play structures, picnic shelters, basketball courts, Frisbee golf and weight training equipment) are closed
- ✓ All facilities, including the library, are closed and programs cancelled except for the following essential services:
  - Senior meal distribution
  - Homeless Outreach providing limited emergency services
  - Park Rangers monitoring parks/amenities for compliance/outreach
- ✓ Provide on-line and telephonic research support to library patrons
- ✓ Develop and implement virtual recreational programming for each age group (youth, adults, seniors)
- ✓ Develop and implement social media campaigns aimed at both enrichment and recreation
- ✓ Open day camp for children of City emergency service workers

#### Public Health Measures:

- ✓ All Measures under "City Hall," above, plus:
- ✓ Keep brick and mortar restrooms open for public hygiene
- ✓ Remove portable toilet structures due to the difficulty in maintaining adequate sanitation
- ✓ Post requirement that park patrons comply with all public health orders, including social distancing and facial coverings as prescribed by the County and State
- ✓ Park Rangers assist in notifying park visitors of County and State Orders
- ✓ Limit employees on-site by creating cohorts that alternate working in the facilities and teleworking
- ✓ Require employees to comply with all public health orders, including social distancing and facial coverings as prescribed by the County, State and/or City guidelines and policies

- ✓ Create and maintain day camp protocols including daily temperature checks, limitations on group sizes, team leader assignments and sanitizing protocols

### Participants:

Employer / Employees / Public

### Phase 2 (Current Stage)

#### Function Description:

- Begin to phase employees into the work place full-time, beginning with the library
- Begin curbside pickup services for library materials
- Continue virtual programming and outreach
- Continue social media campaigns aimed at both enrichment and recreation
- Maintain closure of facilities
- Open pickleball courts (once the park is completed)
- Open dog park
- Maintain closure of high-contact and high-density amenities (play structures, picnic shelters, basketball courts)
- Establish a plan for the reopening of facilities to patrons, including cleaning and disinfecting protocols, reduced maximum occupancy, and social distancing

#### Public Health Measures:

- Continue safety protocols for employees, including use of PPEs
- Regularly inspect and update park use and precaution signage as appropriate
- Continue park patron education and compliance efforts through Park Rangers

### Participants:

Employer / Employees / Public

### Phase 3

#### Function Description:

- Continue to phase employees into the work place full-time
- Sports programs resume (limited/no spectators) with social distancing if deemed allowable
- Resume recreational programs on a pickup/drop-off basis (limited/no spectators) if deemed allowable
- Homeless Outreach activities increase
- Reopen the dog and skate parks
- Reopen amenities such as playgrounds, picnic shelters, basketball courts and weight training equipment, if allowable
- Reopen the Community and Senior Centers with reduced programming and events

- Reopen the municipal pool for open swim and infant swim lessons
- Reopen the library

#### **Public Health Measures:**

- Implement queuing systems in facilities such as the library
- Maintain appropriate safety precautions for staff and patrons (i.e., cleaning, distancing, barriers, PPE, screening)
  - Screening to include temperature checks for employees and patrons
- Continue reduced maximum occupancy at all facilities
- Park patrons comply with all public health orders prescribed by the County and State
- Employees comply with all public health orders prescribed by the County, State and City guidelines and policies

#### **Participants:**

Employer / Employees / Public

#### **Phase 4 (Future Stage)**

#### **Function Description:**

- All Community Services operations and staff presence at full capacity
- Reopen the youth center
- All Community Services facilities, amenities and programming at full capacity including:
  - Sports parks and courts
  - Sports programs with spectators
  - Aquatics programs
  - Recreational programs
  - Senior programs
  - Homeless Outreach Activities

#### **Public Health Measures:**

- Continue requisite safety and health precautions for facilities and programs on behalf of staff and patrons (i.e., cleaning, distancing, PPE, etc.)
- Require that park patrons comply with all public health orders prescribed by the County and State
- Require that employees comply with all public health orders prescribed by the County, State and City guidelines and policies

#### **Participants:**

Employer / Employees / Public



## SIGNATURE EVENTS



### Phase 1

#### Function Description:

- No large-scale signature events are taking place

#### Public Health Measures:

- None

#### Participants:

None

## Phase 2 (Current Stage)

#### Function Description:

- No large-scale signature events are taking place
- Create and execute virtual events where feasible

#### Public Health Measures:

None

#### Participants:

None

## Phase 3 (Future Stage)

#### Function Description:

- Signature events are occurring on limited or modified scale/capacity
- Virtual events may continue

#### Public Health Measures:

- Appropriate and requisite safety and health precautions and protocols are in place for staff and public for limited or modified scale/capacity events

**Participants:**

Employees / Public

**Phase 4 (Future Stage)****Function Description:**

- Signature events are occurring on full scale and with full capacity

**Public Health Measures:**

- Appropriate and requisite safety and health precautions and protocols are in place for staff and public for full scale/capacity events

**Participants:**

- Employees / Public

## GYM AND FITNESS FACILITIES



### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Business is closed to the public
- ✓ Offer online training or workouts where possible
- ✓ Employees furloughed or work from home where possible

#### Public Health Measures:

- ✓ Disinfect incoming deliveries and packages regularly
- ✓ Schedule shipping and deliveries with limited interaction

#### Participants:

Employers / Employees

### Phase 2 (Current Stage)

#### Function Description:

- Business is closed to the public
- Offer online training or workouts if possible
- Employees furloughed or work from home if possible
- Essential employees for reopening preparation onsite with PPE and social distance

#### Public Health Measures:

- Professionally clean and sanitize work site
- Sanitize equipment and contact surfaces
- Reconfigure exercise stations to include industry-appropriate sanitizers
- Implement new PPE as appropriate for all employees, according to their position
- Common areas are closed to staff meetings and gatherings
- Disinfect equipment and incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

**Participants:**

Employers / Employees

**Phase 3 (Future Stage)****Function Description:**

- Staff returns to work with modified schedules as needed to maintain social distancing and demand
- Business opens to the public with modified hours and reduced capacity limits as needed to maintain social distancing and demand
- Training by appointment only
- Reduced class size for group fitness
- Increased transition time between training sessions/class to allow for cleaning and reduce traffic
- Day care amenities closed

**Public Health Measures:**

- Reconfigure business floorplan as needed to maintain social distancing in all areas (i.e., in between exercise stations, between reception and public entry points)
- Implement signage/distancing tools to communicate cleaning and social distancing requirements
- Limit waiting areas to minimal seating capacity
- Post signage at exterior storefront to promote hygiene best practices and advise clients what to expect upon entry
- Place signage in reception area with hygiene best practices
- Minimize brochure stands and merchandising displays to discourage high touch contact points
- Use Plexiglass or plastic barriers at workstations where possible
- Utilize disposable coverings on shared contact points
- Sanitize equipment after each use
- Place sanitizing and disinfectant cleaners at exercise stations and common areas for employees and clients
- Limit access to common areas, amenities and self-service areas for employees and clients
- Monitor/report employee symptoms and health status per State/County guidelines

**Participants:**

Employers / Employees / Clients



## Phase 4 (Future Stage)

### Function Description:

- Facility is fully functional
- Common areas and common amenities are reopened with appropriate precautions

### Public Health Measures:

- Maintain enhanced safety, cleaning, and hygiene procedures and protocols
- Reopen common areas and amenities with capacity limits and cleaning per procedures
- Post signage in common areas promoting hygiene and disinfection

### Participants:

Employers / Employees / Clients

## ENTERTAINMENT VENUES

### (Movie Theaters)



#### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Business is closed to the public
- ✓ Employees furloughed or work from home if possible

#### Public Health Measures:

- ✓ Disinfect incoming deliveries and packages regularly
- ✓ Schedule shipping and deliveries with limited interaction
- ✓ Snack bar items available for take-out only

#### Participants:

Employers / Employees

## Phase 2 (Current Stage)

#### Function Description:

- Business is closed to the public
- Offer online entertainment options if possible
- Employees furloughed or work from home if possible
- Essential employees for reopening preparation on-site with PPE and social distance

#### Public Health Measures:

- Professionally clean and sanitize venue
- Reconfigure venue to limit crowd sizes and maintain distancing
- Implement new PPE as appropriate for all employees, according to their position
- Install cleaning/disinfection stations as appropriate
- Disinfect equipment and incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

#### Participants:

Employers / Employees

## Phase 3 (Future Stage)

### Function Description:

- Venue opens to the public with modified hours and reduced capacity limits as needed to maintain social distancing and demand
- Reduced audience size
- Increased transition time between performances or events to allow for cleaning and reduce traffic

### Public Health Measures:

- Reconfigure venue as needed to maintain social distancing in all areas (i.e., lobby, audience chamber, seating areas)
- Leave seat vacant between family groups for social distancing, implementing a reserved seating system if possible.
- Implement signage/distancing tools to communicate cleaning and social distancing requirements
- Limit waiting areas to minimal seating capacity
- Post signage at exterior storefront to promote hygiene best practices and advise clients what to expect upon entry
- Minimize merchandising displays to discourage high touch contact points
- Wipe down seats between shows
- Require food service through snack bar only
- Use Plexiglass or plastic barriers at workstations where possible
- Sanitize venue after each use
- Place sanitizing and disinfectant cleaners as appropriate
- Monitor/report employee symptoms and health status per State/County guidelines

### Participants:

Employers / Employees / Clients

## Phase 4 (Future Stage)

### Function Description:

Venue is fully functional

### Public Health Measures:

- Maintain enhanced safety, cleaning, and hygiene procedures and protocols
- Post signage in common areas promoting hygiene and disinfection

### Participants:

Employers / Employees / Clients



## HOUSES OF WORSHIP

### Phase 1

The State has moved beyond Phase 1, but the description, health measures and participants for Phase 1 are included for reference purposes only.

#### Function Description:

- ✓ Operate online services where possible
- ✓ Conduct intermittent parking lot gatherings
- ✓ Staff is furloughed and/or working remotely where possible
- ✓ Limited staff is onsite for limited times for administrative operations

#### Public Health Measures:

- ✓ Close facilities to the public
- ✓ Clean and sanitize property and common spaces with appropriate supplies
- ✓ Limit contact with and disinfect incoming and outgoing packages and deliveries
- ✓ Implement appropriate health and wellness checks for onsite staff

#### Participants:

Employers / Employees / Public

### Phase 2 (Current Stage)

#### Function Description:

- Continue to operate online services where possible
- Reopen counseling and administrative offices
- Conduct small group and bible study gatherings with social distancing and contactless environments

#### Public Health Measures:

- Continue to keep facilities closed to the public
- Post signage throughout exterior of church campus indicating how to connect digitally and via telephone
- Post advisements on what to expect for engagement when on church campus and what is prohibited
- Reconfigure administrative offices to ensure office staff are physically distanced
- Reconfigure reception areas to maintain social distancing and remove brochure display areas to discourage high touch point, contact and gathering areas



- Welcome guests by appointment only and install plastic or plexiglass partitions where needed
- Provide hand sanitizer, disinfectant wipes, and PPE to visiting guests in common areas
- Stock each workspace with hand sanitizer, disinfecting wipes or sprays, masks, gloves, or other PPE as appropriate for the work role
- Host counseling appointments in a room or space that allows for physical distancing
- Disinfect furniture, surfaces, and common touch points frequently per protocols
- Clean and sanitize property and common spaces frequently per protocols

**Participants:**

Employers / Employees / Public

**Phase 3 (Future Stage)**

**Function Description:**

- Services resume with social distancing, and increased service times to accommodate total congregation
- Small group and bible study gatherings continue with social distancing and contactless environments
- Small weddings ceremonies begin with maximum number of attendees permitted by State regulations

**Public Health Measures:**

All of Phase 2 measures

**Participants:**

Employers / Employees / Public

**Phase 4 (Future Stage)**

**Function Description:**

- All services resume to regular schedules
- All programs, classes and activities resume
- Weddings and other events resume

**Public Health Measures:**

- All hygiene, sanitation, and health protocols from Phases 2 and 3 are maintained as needed
- Place hand sanitizer and disinfectant supplies in high traffic, high touch, and common areas



- Disinfect common areas and congregation areas between services and events
- Post signage encouraging health and hygiene throughout campus and in common areas

**Participants:**

Employers / Employees / Public





*Connected by Business*