



**DIRECTIVE OF THE HEALTH OFFICER No. 2020-32**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR INDOOR MUSEUMS, ZOOS, AND AQUARIUMS**

**(PUBLIC HEALTH DIRECTIVE)**

DATE OF DIRECTIVE: September 18, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that indoor museums, zoos, and aquariums, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Sections 4.e and 11 of Health Officer Order No. C19-07i issued on September 14, 2020 (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect at 9:00 a.m. on September 21, 2020, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

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

- 1. This Directive applies to all owners, operators, managers, and supervisors of any museum, zoo, or aquarium that opens indoor galleries, exhibits, other indoor space (“Indoor Museum”). Although this Directive takes effect on September 21, 2020, Indoor Museums have until 9:00 a.m. on October 5, 2020 (the “Operative Date”) to comply with all of the requirements in this Directive so long as before it opens, the Indoor Museum has complied with Section 5 of this Directive, and in the interim between opening and the Operative Date, the Indoor Museum makes its best efforts to comply with this Directive as soon as reasonably possible. This Directive is intended to complement the required Health and Safety Plan. By the Operative Date, Indoor Museums must revise their Health and Safety Plans to conform to the requirements of this Directive, and on and after the Operative Date, all Health and Safety Plans must be consistent with this Directive and the Stay-Safer-at-Home Order.**
- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Indoor Museums (the “Best Practices”). Each Indoor Museum must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Before it opens any indoor space to the public, or allows Personnel onsite, each Indoor Museum must create, adopt, implement, submit, and publicly post a written health and safety plan (a “Health and Safety Plan”) that covers each issue identified in Section 17(b) of Appendix C-1 of the Stay-Safer-At-Home Order. The Health and Safety Plan must conform to the requirements posted by the Department of Public**



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Health (“DPH”) in the Indoor Museum Plan template, located at <https://www.sfdph.org/dph/alerts/covid-guidance/Museums-Zoos-Aquariums-HSP.pdf>.

4. If an aspect, service, or operation of an Indoor Museum is also covered by another Health Officer directive (all of which are available at [www.sfdph.org/directives](http://www.sfdph.org/directives)), then the Indoor Museum must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.
5. Each Indoor Museum must (a) submit the Health and Safety Plan to DPH at [healthplan@sfcityattty.org](mailto:healthplan@sfcityattty.org), (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations and make the Health and Safety Plan available to Personnel upon request, (c) make the plan available to the public on its website on a permanent URL (the URL must be included when the plan is submitted to DPH), and (d) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Indoor Museum must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
6. Each Indoor Museum subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12c issued on July 22, 2020, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Indoor Museum is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant Indoor Museum, any such Indoor Museum is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.
7. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with an Indoor Museum: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; vendors who are allowed to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Indoor Museum. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
8. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Indoor Museum must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website ([www.sfdph.org/directives](http://www.sfdph.org/directives)) regularly.
9. Implementation of this Directive augments—but does not limit—the obligations of each Indoor Museum under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. The



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**Indoor Museum must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.**

- 10. This Directive does not supersede or otherwise modify the requirements for Outdoor Museums, which are governed by Section (b)(1) of Appendix C-1 of the Stay-Safer-At-Home Order.**
- 11. This Directive does not apply to indoor retail art galleries, which may operate pursuant to the In-Store Retail Directive, Health Officer Directive 2020-17, as that directive may be amended from time to time. The In-Store Retail Directive is available at <https://www.sfdph.org/dph/alerts/files/Directive-2020-17-Instore-Retail.pdf>.**

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

A handwritten signature in blue ink that reads "Tomás Aragón".

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Tomás J. Aragón, MD, DrPH,  
Health Officer of the  
City and County of San Francisco

Date: September 18, 2020



**Exhibit A to Health Officer Directive No. 2020-32 (issued 9/18/2020)**

**Best Practices for Indoor Museums**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07i (the “Social Distancing Protocol”), each Indoor Museum that operates in San Francisco must comply with each requirement for Indoor Museums listed in Directive 2020-32, each requirement included in these Best Practices, and prepare a Health and Safety Plan substantially in the format of the Indoor Museum Plan template, available online at <https://www.sfdph.org/dph/alerts/covid-guidance/Museums-Zoos-Aquariums-HSP.pdf>.**

**1. Section 1 – General Requirements for all Indoor Museums:**

- 1.1.** Follow all applicable public health orders and directives, including this Directive and any applicable State orders or industry guidance. In the event of any conflict between a State order or guidance and this directive, follow the more restrictive measure.
- 1.2.** Require patrons and Personnel to wear Face Coverings as provided in Health Officer Order No. C19-12c issued on July 22, 2020, and any future amendment to that order (the “Face Covering Order”). Add signage to elevators and on all floors reminding individuals to wear Face Coverings. Health Officer orders are available online at [www.sfdph.org/healthorders](http://www.sfdph.org/healthorders). The City also has flyers, posters, fact sheets, and social media graphics available in multiple languages for use by the community. These resources include posters regarding use of Face Coverings, and these resources are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.3.** Provide hand sanitizer (using touchless dispensers when possible) at key entrances and contact areas such as driveways, reception areas, lobbies, elevator and escalator landings, and stairway entrances.
- 1.4.** In addition to making hand sanitizer available to patrons throughout the Indoor Museum (as required in the Social Distancing Protocol), post signage requiring patrons and Personnel to use hand sanitizer or wash their hands (with soap and water, for at least 20 seconds) before and after using any equipment.
- 1.5.** Regularly disinfect all high-touch areas and surfaces (such as lobbies, ticket counters, help counters, doorknobs, handles, rails, light switches, sanitizing stations, restrooms, sinks, toilets, benches, keyboards, computers, phones, break rooms and lunch areas, changing areas, loading docks, kitchens, and areas of ingress and egress, including stairways, stairwells, handrails, and elevator controls is performed), following CDC guidelines.
- 1.6.** If necessary, modify operating hours to ensure time for regular and thorough sanitization.
- 1.7.** Indoor Museums must limit the number of people, including Personnel, who are present in the facility to the lesser of: (1) 25% of the facility’s normal maximum occupancy or (2) the number of people who can maintain at least six feet of physical distance from each other in the facility at all times. This requirement includes limiting the number of people, including Personnel, who are present in individual galleries or public spaces to the lesser of: (1) 25% of the room’s normal maximum occupancy or (2) the number of people who can maintain at least six feet of physical distance from each other in the room at all times.



**Exhibit A to Health Officer Directive No. 2020-32 (issued 9/18/2020)**

- 1.8.** Indoor Museums must advise all patrons to maintain at least six feet of physical distance from people outside of their Household at all times.
- 1.9.** Group reservations or group visits with members of different Households are not allowed.
- 1.10.** Indoor Museums must include notices on their websites and posted signage at each entrance reminding patrons to remain home if they: (1) have been diagnosed with COVID-19 or had a positive test for COVID-19, (2) are experiencing any of the symptoms of COVID-19, or (3) had a close contact with someone who is COVID-19 positive in the last 14 days. Additional information on COVID-19 symptoms, and what constitutes a close contact is available at <https://www.sfcdep.org/communicable-disease/diseases-a-z/covid19whatsnew/>.
- 1.11.** Post signage reminding Personnel, and Guests that SARs-CoV-2 can be spread by individuals who do not feel sick or show outward symptoms of infection. Sample signage is available at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>
- 1.12.** Due to the increased risk of transmission presented by prolonged exposure to other households while in enclosed spaces, Indoor Museums must provide signage advising patrons of this risk, and have procedures (e.g. signage or prompts by Personnel) to circulate through the facility and not gather or linger in one area.
- 1.13.** Close the following areas: common area gathering places such as meeting rooms and lounge areas; auditoriums; indoor restaurants and cafes (must remain closed to indoor dining but may provide take-away service, or outdoor dining pursuant to applicable directives); guided tours, events, classes, and other gatherings; and coat/personal property check services.
- 1.14.** Although cash payments must be permitted, touchless payment by patrons should be encouraged. Where social distancing of at least six feet is not possible at ticketing booths or other points of contact, Indoor Museums must use an impermeable barrier between Personnel and patrons.
- 1.15.** Public and employee restrooms must be cleaned frequently, and external doors and windows should be left open whenever possible to increase ventilation.
- 1.16.** Indoor Museums must close water fountains. But bottle filling stations may remain open subject to frequent cleaning and disinfection.
- 1.17.** Event rentals must remain closed until further notice.
- 1.18.** Interactive exhibits that cannot be modified to remove touching must be closed.
- 1.19.** Rental equipment, such as strollers and audio self-tour equipment may be used, as long as the Indoor Museum cleans and disinfects the equipment consistent with the CDC guidelines between each use.
- 1.20.** If all or part of an Indoor Museum has been vacant or dormant for an extended period, ensure that plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at <https://sfwater.org/index.aspx?page=1327>.
- 1.21.** Make any necessary improvements to the ventilation of the establishment, including:



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- 1.21.1.** For HVAC systems (if one is present): ensure HVAC systems are serviced and functioning properly; evaluate possibilities for upgrading air filters to the highest efficiency possible; increase the percentage of outdoor air through the HVAC system, readjusting or overriding recirculation (“economizer”) dampers; disable demand-control ventilation controls that reduce air supply based on temperature or occupancy; evaluate running the building ventilation system even when the building is unoccupied to maximize ventilation, and at the minimum, reset timer-operated ventilation systems so that they start operating one-two hours before the building opens and two-three hours after the building is closed.
- 1.21.2.** Increase natural ventilation by opening windows and doors when environmental conditions and building requirements allow (e.g. maintaining humidity controls for exhibits).
- 1.21.3.** Consider installing portable air cleaners (“HEPA filters”).
- 1.21.4.** If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air blowing from one individual’s space to another’s space.

For more information and additional resources, please see the following guidance, <https://www.sfcddcp.org/COVID-ventilation>.

- 1.22.** Make stairways accessible to Personnel and patrons, where feasible. Encourage patrons and Personnel who are physically able to use the stairs.
- 1.23.** Add signage to stairways and escalators reminding patrons and Personnel to keep at least six feet distance from others, and to sanitize and wash hands frequently, especially after touching a handrail or other commonly touched item;
- 1.24.** Limit capacity in elevators to the lesser of: (1) four people (if not from the same household), or (2) the number of people who can fit in the elevator while maintaining at least six feet of distance from each other.
- 1.25.** Each Indoor Museum must designate a Worksite Safety Monitor. Indoor Museums must require Personnel screening for coming to work, and provide information regarding the availability of testing. If any Personnel tests positive for COVID-19, that individual or supervisor should report the result immediately to the Worksite Safety Monitor. The Worksite Safety Monitor must be ready to assist DPH with any contact tracing or case investigation efforts.
- 1.26.** Personnel must be trained for use of Personal Protective Equipment (“PPE”). Specifically, the establishment must:
  - 1.26.1.** Perform Hazard Assessment to Safety to determine the necessary PPE and safety supplies required for Personnel.
  - 1.26.2.** Supply PPE to employees based on department needs, job responsibilities, and the level of risk to exposure.
  - 1.26.3.** Provide training to Personnel on the use of PPE. In most circumstances, glove wearing is not recommended by OSHA and the CDC.



# City and County of San Francisco

# Department of Public Health Health Officer Directive

## Exhibit A to Health Officer Directive No. 2020-32 (issued 9/18/2020)

- 1.27.** All Personnel who can work remotely must continue to do so. Only Personnel who cannot work remotely, and who must be onsite to facilitate allowed operations, may work onsite. In office space where such Personnel are working, the establishment must comply with all relevant provisions of Section 1 of the Appendix A to Health Officer Directive No. 2020-18 regarding office facilities.
- 1.28.** Indoor Museums must follow all applicable directives (e.g. Outdoor Dining, In-Store Retail, and Offices), and prepare applicable Health and Safety Plans required by those directives. The full list of Health Officer directives is available at [www.sfdph.org/directives](http://www.sfdph.org/directives).