



DIRECTIVE OF THE HEALTH OFFICER No. 2020-10

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR RETAIL BUSINESSES WITH CURBSIDE PICKUP**

(PUBLIC HEALTH DIRECTIVE)
DATE OF DIRECTIVE: May 17, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that certain Additional Businesses providing goods and services described below must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 6 and Appendix C-1 of Health Officer Order No. C19-07d issued on May 17, 2020 (the “Stay-Safe-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 immediately upon issuance but provides for an implementation grace period requiring compliance before an Additional Business covered by this Directive is permitted to begin operations under Appendix C-1 of the Stay-Safe-At-Home Order, and this Directive remains in effect until suspended, superseded, or amended by the Health Officer, as further provided below. This Directive has support in the bases and justifications set forth in the Stay-Safe-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safe-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 Additional Businesses that the Stay-Safe-At-Home Order permits to be open to the public in the City and County of San Francisco (the “City”) and that provide services or perform work as described in subsection (1).b.i of Appendix C-1 of the Stay-Safe-At-Home Order where the services include the function of curbside/outside pickup of goods (“Retail Businesses with Curbside Pickup”).**
- 2. Attached as Exhibit A to this Order is a list of best practices that apply to Retail Businesses with Curbside Pickup (the “Best Practices”). This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Retail Business with Curbside Pickup must stay updated regarding any changes to the Stay-Safe-At-Home Order and this Directive by checking the City Administrator’s website (<https://www.sfgsa.org>) or the Department of Public Health website (<https://www.sfdph.org/dph/alerts/coronavirus.asp>) regularly.**
- 3. Each Retail Business with Curbside Pickup must, before it begins to offer curbside/outside pickup of goods to customers, create, adopt, and implement a**



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written health and safety plan (a “Health and Safety Plan”) addressing all applicable Best Practices attached to this Directive as Exhibit A. The Health and Safety Plan must address each requirement listed in the Best Practices, whether by describing the plan for implementing the requirement or indicating why the requirement does not apply. The Best Practices attachment is not itself intended to serve as the Health and Safety Plan, such as by having the Essential Business simply check off items that have been or will be done. Rather, the contents of the Best Practices must be adapted into a separate Health and Safety Plan that describes how the business will comply with each listed requirement. A form-fillable electronic document that may be used for this purpose is available online at <https://www.sfgsa.org> or <https://www.sfdph.org/dph/alerts/coronavirus.asp>, as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses the substance of all the listed requirements in the Best Practices. If an aspect, service, or operation of the Retail Business with Curbside Pickup is also covered by another Health Officer directive, then the Retail Business with Curbside Pickup must comply with all applicable directives, and its Health and Safety Plan must address the applicable sections of each directive.

4. Depending on the nature of the Retail Business with Curbside Pickup covered by this Directive, there are certain people associated with the Retail Business with Curbside Pickup who are subject to this Directive. Collectively those people are referred to by this Directive and the Best Practices as “Personnel”, and those people include all of the following who provide goods or services associated with the Retail Business with Curbside Pickup in the City: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors (such as “gig workers” who perform work via the Additional Business’s app or other online interface, if any); vendors who are permitted to sell goods onsite (such as farmers or others who sell at stalls in farmers’ markets); volunteers; and other individuals who regularly provide services onsite at the request of the Additional Business. This Directive requires the Retail Business with Curbside Pickup to ensure that Personnel who perform work associated with the Retail Business with Curbside Pickup are addressed by the Health and Safety Plan and comply with those requirements.
5. Each Retail Business with Curbside Pickup subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12 issued on April 17, 2020 and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related supplies to Personnel and to the public, all as required by the Best Practices. If any such Retail Business with Curbside Pickup is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant operation, any such Retail Business with Curbside Pickup is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.
6. Each Retail Business with Curbside Pickup is required to take certain steps in the Health and Safety Plan related to its Personnel, including the actions listed in Sections 2.1 through 2.4 of the Best Practices if Personnel are sick. Each Retail Business with Curbside Pickup is prohibited from taking any adverse action against



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any Personnel for staying home in the circumstances listed in Sections 2.1 through 2.4 of the Best Practices. Personnel of each Retail Business with Curbside Pickup are prohibited from coming to work if they are sick and must comply with the Directive, including the rules for returning to work listed in Sections 2.1 through 2.4 of the Best Practices.

7. Each Retail Business with Curbside Pickup must (a) make the Health and Safety Plan available to a member of the public and Personnel on request, (b) provide a summary of the plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the plan at any storefront and at the entrance to any other physical location that the Retail Business with Curbside Pickup operates within the City.
8. Implementation of this Directive augments—but does not limit—the obligations of each Retail Business with Curbside Pickup under the Stay-Safe-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 6 and subsection 15.h of the Stay-Safe-At-Home Order. The Retail Business with Curbside Pickup must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safe-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

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

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

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

Date: May 17, 2020



Exhibit A to Health Officer Directive No. 2020-10 (issued 5/17/20)

Best Practices for Retail Businesses with Curbside Pickup

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 6 and subsection 15.h of Health Officer Order No. C19-07d (the “Stay-Safe-At-Home Order”), each owner, operator, manager, or supervisor of a Retail Business with Curbside Pickup that operates in the City must, as further provided in Section 6 and Appendix C-1 of the Stay-Safe-At-Home Order and Health Officer Directive No. 2020-10 to which these Best Practices are attached, create, adopt, and implement a Health and Safety Plan that addresses each item below.

Directions: The Health and Safety Plan must address each item listed in each section below. The sections include: Signage and Education; Personnel and Customer Protection and Sanitation Requirements; and Requirements For Curbside Pickup. The Health and Safety Plan must describe the plan for implementing the requirement or indicate why the requirement does not apply. The list below is not intended to be used as the Health and Safety Plan by simply checking off items as having been done. Rather, the Health and Safety Plan must be a separate document. A form-fillable electronic document for this purpose allowing descriptions after each listed item is available online at <https://www.sfcdep.org/covid19> (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section), as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses all the listed requirements.

Requirements:

1. Section 1 – Signage and Education:

- 1.1.*** Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid waiting in line or entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in line or in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.2.*** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.
- 1.3.*** Post a copy of the Health and Safety Plan at each public entrance to the facility or location.
- 1.4.*** Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan.
- 1.5.*** Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan that apply to them.
- 1.6.*** Update the Health and Safety Plan as appropriate while the Directive is in effect.



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2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:

- 2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick.
- 2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Additional Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel who regularly work at the facility or location in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at www.sfdcp.org/covid19 (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel.
- 2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City who regularly work at the facility or location before each person enters work spaces or begins a shift. If such a review is not feasible because the Retail Business with Curbside Pickup does not directly interact with some Personnel onsite daily, then that Retail Business with Curbside Pickup must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Retail Business with Curbside Pickup that they are okay to begin the shift such as through an app, website, or phone call.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

- 2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at www.sfdph.org/dph/alerts/coronavirus-healthorders.asp) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter to return to work as long as they have met the requirements outlined on the Attachment.
- 2.5. In the coming weeks the Department of Public Health may issue guidelines requiring Retail Businesses with Curbside Pickup and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. Periodically, check the following website for any testing requirements for employers and businesses: www.sfdcp.org/covid19. If requirements are added, ensure that the Health and Safety Plan is updated and that the Retail Business with Curbside Pickup and all Personnel comply with testing requirements.
- 2.6. If an aspect of the Retail Business with Curbside Pickup is allowed to operate and is covered by another directive (such as for delivery of goods, which is covered by Directive No. 2020-06), then the Retail Business with Curbside Pickup must comply with all applicable directives, and its Health and Safety Plan must include all applicable components from those directives. Copies of other directives are available online at <https://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp>.



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- 2.7.** Instruct all Personnel and customers to maintain at least six-feet distance from others, including when in line and when shopping or collecting goods on behalf of customers, except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods. Note that if the Retail Business with Curbside Pickup cannot ensure maintenance of a six-foot distance within the facility between Personnel, such as by moving work stations or spreading Personnel out, it must reduce the number of Personnel permitted in the facility accordingly. The maximum number of Personnel permitted by Appendix C-1 to the Stay-Safe-At-Home Order may be too high for such an entity to safely operate, and the number must be reduced in that instance.
- 2.8.** Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned before the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Retail Business with Curbside Pickup should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.
- 2.9.** If customers wait in line outside any facility or location operated by the Retail Business with Curbside Pickup, require customers to wear a Face Covering while waiting in line outside the facility or location. This includes taking steps to notify customers they will not be served if they are in line without a Face Covering and refusing to serve a customer without a Face Covering, as further provided in the Face Covering Order. The Retail Business with Curbside Pickup may provide a clean Face Covering to customers while in line. For clarity, the curbside transaction must be aborted if the customer is not wearing a Face Covering. But the Retail Business with Curbside Pickup must permit a customer to obtain service who is excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.
- 2.10.** Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location. Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel who work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.
- 2.11.** Provide hand sanitizer effective against COVID-19 at points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for Personnel who are on-site at the Retail Business with Curbside Pickup's location. But for Personnel who shop, deliver, or drive in relation to their work, the Retail Business with Curbside Pickup must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Retail Business with Curbside Pickup does not provide sanitizer to such shopping, delivery, or driving Personnel, the Retail Business with Curbside Pickup is not allowed for that aspect of its service to operate in the City. Information on hand



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sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here:

<https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.

- 2.12.** Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces under their control, including but not limited to: shopping carts and baskets used by Personnel; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- 2.13.** Ensure that all shared devices or equipment are cleaned and/or sanitized by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.
- 2.14.** Direct all Personnel to avoid touching unsanitized surfaces that may be frequently touched, such as door handles or credit cards, unless protective equipment such as gloves (provided by the Retail Business with Curbside Pickup) are used and discarded after each use or hand sanitizer is used after each interaction.
- 2.15.** Frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.
- 2.16.** For any facility or location operated by the Retail Business with Curbside Pickup that has shopping carts or baskets for use by Personnel, assign Personnel to disinfect shopping carts and baskets after each use and take steps to prevent anyone from grabbing used carts and baskets before disinfection.
- 2.17.** For any facility or location operated by the Retail Business with Curbside Pickup that has shopping carts or baskets for use by Personnel, provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- 2.18.** Establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.
- 2.19.** Suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.



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- 2.20.** When possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.
- 2.21.** Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.
- 2.22.** For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.
- 2.23.** If an employee or other Personnel tests positive for COVID-19, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available online at sf.gov/business-guidance-if-staff-member-tests-positive-covid-19.
- 2.24.** Post signs to advise customers of the maximum line capacity to ensure that the maximum number of customers in line is not exceeded. Once the maximum number of customers is reached, customers should be advised to return later to prevent buildup of congestion in the line.
- 2.25.** Place tape or other markings on the sidewalk at least six feet apart in customer line areas outside the facility with signs directing customers to use the markings to maintain distance.
- 2.26.** When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.
- 2.27.** Ensure that all Personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.
- 2.28.** Require Personnel to wash hands frequently, including:
- When entering any kitchen or food preparation area
 - Before starting food preparation or handling
 - After touching their face, hair, or other areas of the body
 - After using the restroom
 - After coughing, sneezing, using a tissue, smoking, eating, or drinking
 - Before putting on gloves
 - After engaging in other activities that may contaminate the hands
- 2.29.** Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.



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3. Section 3 – Requirements For Curbside Pickup:

- 3.1. Prohibit customers from entering the Business with Curbside Pickup. The transaction must occur outside the building, such as in the doorway or through an exterior window.
- 3.2. Instruct all Personnel involved in curbside pickup to wash their hands frequently and to use hand sanitizer (provided by the Retail Business with Curbside Pickup) before and after handing items to a customer.
- 3.3. If possible, provide a specified delivery location and contact method to allow for delivery without direct interaction, except as necessary to accept payment. When possible, provide options to accept payment through contactless technologies, in advance via phone, an app, or the internet, or verbally (such as reading a credit card number and required information).
- 3.4. Remind Personnel to wear a Face Covering at all times, including when interacting with customers who are picking up items.
- 3.5. When necessary for the curbside pickup processes, modify or eliminate (if possible) customer signature-capture procedures so Personnel may maintain a safe, appropriate distance and/or avoid sharing of signing equipment such as pen or stylus and avoid shared handling of devices or equipment. If not feasible, sanitize such equipment or devices before and after each use to protect each customer.
- 3.6. If there is a pick-up area of sufficient size and that is safe (*e.g.*, an open parking lot), the curbside transaction should occur without the customer exiting their motor vehicle if they are parked in the parking lot. In such situations, the vehicle should be parked with the motor turned off. The customer should provide the vehicle's make, model, color, and license plate number during the initial, offsite/remote sales transaction so as to clearly identify the vehicle for Personnel. For this kind of pick-up, the customer should contact the Retail Business with Curbside Pickup when they are parked. Personnel may then load the purchased item into the vehicle's trunk compartment when feasible. If the handoff of the ordered items requires an interaction between the customer and Personnel, such as handing off the item into the vehicle's backseat or through a window, the Customer and delivery person must each be wearing a Face Covering during the interaction. The Customer should be advised, such as through a hand-held sign, to put on the Face Covering before the delivery person approaches the vehicle. A similar procedure may be used for other modes of transportation, such as bicycles or motorcycles.
- 3.7. Consider extending the deadline for returns or exchanges of items to help customers postpone repeat trips to the business until a safer time, or encourage customers to send returns or exchanges by a delivery service to reduce unnecessary contact.
- 3.8. Limit the number of customers waiting in line for curbside pickup at any one time to a number that allows for customers and Personnel to easily maintain at least six foot distance from one another and allows sufficient sidewalk space to allow safe pedestrian right-of-way at all times. One possible way to ensure this is to offer time windows during which customers may schedule time to pick up items to disperse customer traffic throughout the day.



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- 3.9.** The Retail Business with Curbside Pickup must review the local street, sidewalk, and building context and address in its Health and Safety Plan risks associated with customer, traffic, pedestrian, and bicyclist safety based on its new or expanded curbside pickup. The plan must include reducing customer and Personnel exposure to traffic and bike lanes, minimizing blocking visibility of other travelers (whether vehicle, pedestrian, or bicyclist), minimizing or eliminating potential blockages of passageways, including ADA-compliant public access to sidewalks, and eliminating the overlap of lines outside the facility with lines from other neighboring stores or businesses. For example, the plan must ensure that customers are not encouraged to block traffic or bike lanes, for example, even if briefly, and it must limit the number of customers who may stand in line in order not to overlap with the line of a neighboring retail business.

City and County of San Francisco Health Officer Directive - Attachment
Handout for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted to Operate During the Health Emergency (May 18, 2020)

Any business or entity that is subject to a Health Officer Directive to which this handout is attached (each “Business”) must give a copy of this handout to Personnel who work in the City outside their household during this emergency. Go to www.sfgdcp.org/covid19 for more info or a copy of this form.

All Personnel: If you work outside your household in the City during this local health emergency, you may qualify for a free test for the virus that causes COVID-19, *even if you have no symptoms*. Contact your healthcare provider or go to **CityTestSF** at <https://sf.gov/get-tested-covid-19-citytestsf> to sign up for a free test.

Part 1 – You must answer the following questions before starting your work every day that you work.

You may be required to provide the answers in person or via phone or other electronic means to the Business before the start of each shift. If any answers change while you are at work, notify the Business by phone and leave the workplace.

1. Within the last 10 days have you been diagnosed with COVID-19 or had a test confirming you have the virus?
2. Do you live in the same household with, or have you had **close contact*** with someone who in the past 14 days has been in isolation for COVID-19 or had a test confirming they have the virus?

If the answer to either question is “yes”, do not go to work and follow the steps listed in **Part 2** below.

3. Have you had any one or more of these symptoms today or within the past 24 hours, which is new or not explained by another reason?

- | | |
|------------------------------------------------|---------------------------|
| • Fever, Chills, or Repeated Shaking/Shivering | • Loss of Taste or Smell |
| • Cough | • Muscle pain |
| • Sore Throat | • Headache |
| • Shortness of Breath, Difficulty Breathing | • Runny or congested nose |
| • Feeling Unusually Weak or Fatigued | • Diarrhea |

If the answer to Question 3 is “yes”, do not go to work and follow the steps listed in **Part 3** below.

Part 2 –

- If you answered **yes to Question 1**: you are subject to the Health Officer Isolation Directive. Do not go to work. **Follow Isolation Steps** at: <https://www.sfgdcp.org/Isolation-Quarantine-Packet>
- If you answered **yes to Question 2**: you are subject to the Health Officer Quarantine Directive. Do not go to work. **Follow Quarantine Steps** at: <https://www.sfgdcp.org/Isolation-Quarantine-Packet>
- Do not return to work until the Isolation or Quarantine Steps tell you it is safe to return!
- The meaning of ***Close Contact** is explained in this document: <https://www.sfgdcp.org/Isolation-Quarantine-Packet>

Part 3 – If you answered yes to Question 3:

You may have COVID-19 and **must be tested for the virus** before returning to work. Without a test, the Business must treat you as being positive for COVID-19 and require you to stay out of work for at least **10** calendar days. In order to return to work sooner and to protect those around you, you must get tested for the virus. Follow these steps:

1. Contact your usual healthcare provider about getting tested for the virus, or sign up for free testing at CityTestSF <https://sf.gov/get-tested-covid-19-citytestsf>. If you live outside the City, you can check with the county where you live, get tested by your usual healthcare provider, or use CityTestSF.
2. Wait for your test results at home while minimizing exposure to those you live with. A good resource is <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- If your result is positive (confirms that you have the virus) go to **Part 2** above and follow **Isolation Steps**.
- If your result is negative, do not return to work until you have had at least 3 days in a row without fever and with improvement in your other symptoms. Consult with your healthcare provider to decide.

If you have questions about any part of this Handout, please see FAQs at www.sfgdcp.org/covid19 under “Isolation & Quarantine Directives” or call 3-1-1