



**DIRECTIVE OF THE HEALTH OFFICER No. 2020-10b**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR CERTAIN RETAIL BUSINESSES: RETAIL GOODS PROVIDERS  
WITH OUTDOOR/CURBSIDE PICKUP AND LOW CONTACT RETAIL SERVICES  
PROVIDERS WITH OUTDOOR CURBSIDE DROP-OFF AND PICKUP**

**(PUBLIC HEALTH DIRECTIVE)**  
DATE OF DIRECTIVE: June 1, 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 of Health Officer Order No. C19-07e issued on May 22, 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 This Directive goes into effect immediately upon issuance and remains in effect until suspended, superseded, or amended by the Health Officer.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-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 either:
  - a) outdoor/curbside pickup of goods as described in subsection (1).b.i of Appendix C-1 of the Stay-Safe-At-Home Order (“Retail Good Providers”), or**
  - b) services involving the outdoor/curbside drop-off and pickup of goods or pets for care and generally do not require close contact with customers, as described in subsection (3).b.i of Appendix C-1 of the Stay-Safe-At-Home Order (“Retail Service Providers”) (together, “Retail Businesses with Curbside Operations”).****
- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Retail Businesses with Curbside Operations (the “Best Practices”). Each Retail Business with Curbside Operations must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Each Retail Business with Curbside Operations must, before it begins to offer its customers curbside/outside pickup of purchased goods or curbside/outside drop-off and pickup of goods or pets for care or other services, create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Exhibit B.**



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4. If an aspect, service, or operation of the Retail Business with Curbside Operations is also covered by another Health Officer directive (all of which are available at <http://www.sfdph.com/directives>), then the Retail Business with Curbside Operations must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.
5. Each Retail Business with Curbside Operations 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 Operations operates within the City. Also, each Retail Business with Curbside Operations must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Order upon demand.
6. Each Retail Business with Curbside Operations subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12b issued on May 28, 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 Operations 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 Operations is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.
7. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with the Retail Business with Curbside Operations 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.
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 Retail Business with Curbside Operations 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.
9. Implementation of this Directive augments—but does not limit—the obligations of each Retail Business with Curbside Operations 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 Operations must follow these industry-



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**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".

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

Date: June 1, 2020



**Exhibit A to Health Officer Directive No. 2020-10b (issued 5/17/20, revised 6/1/20)**

**Best Practices for Retail Businesses or Services 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. C19-07e (the “Stay-Safe-At-Home Order”), each Retail Business with Curbside Operations that operates in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.**

**Requirements:**

***1. Section 1 – Requirements For Curbside Drop-off and Pickup:***

- 1.1.*** Prohibit customers from entering the facility. All pickup or drop-off transactions must occur outside the building, such as in the doorway or through an exterior window.
- 1.2.*** Instruct all Personnel involved in curbside drop-off or pickup to wash their hands frequently and to use hand sanitizer (provided by the Retail Business or Service with Curbside Operations) before and after receiving items from a customer or handing items to a customer.
- 1.3.*** 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).
- 1.4.*** Remind Personnel to wear a Face Covering at all times, including when interacting with customers who are dropping off or picking up items.
- 1.5.*** When necessary for the curbside drop-off or 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.
- 1.6.*** If there is a drop-off or 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, or the initial offsite/remote transaction arranging the pet care or other service, so as to clearly identify the vehicle for Personnel. For this kind of drop-off or pick-up, the customer should contact the Retail Business with Curbside Operations when they are parked. Personnel may then unload the pet or good being brought in for care or service, load the pet or good after care or service has been provided, or load the purchased item into the vehicle’s trunk compartment when feasible. If the handoff of the pet, good, or ordered items requires an interaction between the customer and Personnel, such as handing off the pet or good to the Personnel or handing off a purchased item into the vehicle’s backseat or through a window, the Customer and any Personnel involved in the interaction must each be wearing a Face Covering during the interaction and must use



their own equipment (and not the customer's equipment) in making the transfer. The Customer should be advised, such as through a hand-held sign, to put on the Face Covering before any Personnel approach the vehicle. A similar procedure may be used for other modes of transportation, such as bicycles or motorcycles.

- 1.7.** Consider extending the deadline for returns or exchanges of goods or 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.
- 1.8.** Limit the number of customers waiting in line for curbside drop-off or 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 drop off or pick up items to disperse customer traffic throughout the day.
- 1.9.** Create a drop-off/pick-up plan that will reduce customer and Personnel exposure to traffic and bike lanes, minimize blocking visibility of other travelers (whether vehicle, pedestrian, or bicyclist), minimize or eliminate 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.

## Checklist

### Health Officer Directive No. 2020-10b (Exhibit B) Health and Safety Plan (issued 6/1/2020)

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

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

*Business/Entity name:*

*Contact name:*

*Facility Address:*

*Contact telephone:*

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

- Business is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-10, available at <http://www.sfdph.com/directives>.
- Customers may not enter the store.
- Exchange of goods between Personnel and customer must take place outdoors, though the exchange may be through a door or open window.
- Personnel wash hands frequently and use hand sanitizer before and after handing items to customers.
- If possible, conduct delivery and contact method without direct interaction.
- Modify or eliminate any customer signature-capture procedures or sanitize equipment after each use.
- If possible, curbside transactions should occur without customer exiting their parked car.
- Customer line outside is adequately spaced, allows sufficient sidewalk space for people to walk by safely, and does not overlap with lines from other neighboring businesses.
- No goods have been moved outside for display or sale.
- No more than 10 Personnel are on site in the facility at any time.
  - Less than 10 if Personnel cannot maintain at least six feet of physical distance at all times (specify number: \_\_).
- Store has direct access to an immediately adjacent sidewalk, street, alley, or parking area for pickup by customers using any mode of travel, without blocking pedestrian access or causing pedestrian or vehicle congestion.