



Even though COVID-19 case rates have come down significantly from their peak in the third surge and more people are vaccinated, there remains a risk that people who you may come into contact with when you are outside your residence may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. There are many people you may come into contact with in San Francisco who are not yet fully vaccinated. We have also seen surges in other parts of the country and the world, increasingly impacting younger adults.

The opening or expansion of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in San Francisco’s Stay-Safer-At-Home Order and companion health directives is to make these activities and sectors safer for workers and the public. But reopening and expansion requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently wearing face coverings indoors and outdoors in large crowds and following social distancing requirements and all other safety protocols.

Everyone who is eligible, including people at risk for severe illness with COVID-19 – such as unvaccinated older adults and unvaccinated individuals with health risks – and members of their households are urged to get vaccinated as soon as they can if they have not already done so.

DIRECTIVE OF THE HEALTH OFFICER No. 2020-17d

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

(PUBLIC HEALTH DIRECTIVE)

DATE OF DIRECTIVE: May 6, 2021

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that certain Essential Retail Business and 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 4.e of Health Officer Order No. C19-07 including as it may be amended in the future, (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 This Directive goes into effect immediately, and remains in effect until suspended, superseded, or amended by the Health Officer.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, their families, and the community.

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



Health Officer Directive No. 2020-17d

- 1. This Directive applies to:**
 - a. All owners, operators, managers, and supervisors of any Additional Businesses that the Stay-Safer-At-Home Order permits to be open to the public in the City and County of San Francisco (the “City”) and that provide:**
 - i. retail goods as described in subsection B(1) of Appendix C-1 of the Stay-Safer-At-Home Order (“Retail Good Providers”), or**
 - ii. services involving the pickup of goods or pets for care and generally do not require close contact with customers, as described in subsection B(4) of Appendix C-1 of the Stay-Safer-At-Home Order (“Retail Service Providers”), or**
 - iii. outdoor activity equipment rental for permissible outdoor recreational activities, as described in subsection B(5) of Appendix C-1 of the Stay-Safer-At-Home Order (“Retail Equipment Rental Providers”).**
 - b. All owners, operators, managers, or supervisors of any Essential Businesses that the Stay-Safer-At-Home Order permits to be open to the public in the City and that consist of any of the following:**
 - i. a pharmacy as described in subsection 8.g of the Stay-Safer-At-Home Order (each a “Pharmacy”);**
 - ii. a certified farmers’ market or farm or produce stand as described in subsection 8.a.ii of the Stay-Safer-At-Home Order (each a “Farmers’ Market”);**
 - iii. any other facility or store that, as described in subsection 8.a.ii of the Stay-Safer-At-Home Order, is engaged in the retail sale of unprepared foods, canned foods, dry goods, non-alcoholic beverages, fresh fruits and vegetables, pet supplies, fresh meats, fish, and poultry, as well as hygienic products and household consumer products necessary for personal hygiene or the habitability, sanitation, or operation of residences (each a “Grocery Market”); or**
 - iv. a hardware store as described in subsection 8.a.xi of the Stay-Safer-At-Home Order (a “Hardware Store” and, with Retail Equipment Rental Providers, Pharmacies, Farmers’ Markets, Grocery Market, Hardware Stores, Retail Good Providers, and Retail Service Providers, “Retail Businesses”).**
- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Retail Businesses (the “Best Practices”). Each Retail Business must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Each Retail Business must, before it begins to offer its customers in-store shopping and pickup of goods or 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.**
- 4. Guidance from the Department of Public Health related to Retail Businesses offering in-store shopping or curbside pickup is attached to this Directive as Exhibit C, and available at <https://www.sfdph.org/directives>.**



Health Officer Directive No. 2020-17d

- 5. If an aspect, service, or operation of the Retail Business is also covered by another Health Officer directive (all of which are available at <https://www.sfdph.org/directives>), then the Retail Business must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.**
- 6. Each Retail Business 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 operates within the City. Also, each Retail Business must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Order upon demand.**
- 7. Each Retail Business subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12, 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 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 is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.**
- 8. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with the Retail Business: 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 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 Retail Business. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.**
- 9. 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 must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (<https://www.sfdph.org/directives>) regularly.**
- 10. Implementation of this Directive augments—but does not limit—the obligations of each Retail Business 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 6 and subsection 15.h of the Stay-Safer-At-Home Order. The Retail Business 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.**



**City and County of
San Francisco**

**Department of Public Health
Health Officer Directive**

Health Officer Directive No. 2020-17d

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 black ink, appearing to read "Susan Philip".

Susan Philip, MD, MPH,
Health Officer of the
City and County of San Francisco

Date: May 6, 2021



Exhibit A to Health Officer Directive No. 2020-17d (issued 5/6/2021)

Best Practices for Retail Businesses

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07, including as it may be amended in the future (the “Stay-Safer-At-Home Order”), each Retail Business 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 Retail Businesses Offering In-Store Goods or Services:

- 1.1.*** To minimize the number of customers entering the facility, Retail Businesses that open for in-store operations are strongly encouraged to continue offering alternatives to in-store shopping. For example, Retail Businesses should consider offering or enhancing policies permitting outdoor curbside pickup and drop-off of goods, scheduling of appointments, delivery, and e-commerce.
- 1.2.*** Make any necessary adjustments to the layout of the Retail Business to allow for proper social distancing. Such changes may include using separate doors as entrances and exits for the facility; creating one-way aisles; adding markers to the floor space to assist with social distancing; spacing racks or shelves six feet or more apart; staggering point of sale terminals; or widening high-traffic areas.
- 1.3.*** Adjust maximum occupancy rules based on the size of the facility to limit the number of people (excluding Personnel) to the **lesser** of: (1) 50% the facility’s maximum occupancy limit 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.
- 1.4.*** Develop and implement written procedures to “meter” or track the number of persons entering and exiting the facility to ensure that the maximum capacity for the establishment is not exceeded. For example, an employee of the establishment may be posted at each entrance to the facility to perform this function. The establishment must provide a copy of its written “metering” procedures to an enforcement officer upon request and disclose the number of members of the public currently present in the facility.
- 1.5.*** Comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH’s guidance for improved ventilation available at: <https://www.sfcdep.org/COVID-ventilation>.
- 1.6.*** Add all COVID-19 related signage as required by Sections 4.g and 4.h of the Stay-Safer-At-Home Order. The County is making available templates for the signage available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.7.*** Establish a protocol and train Personnel to routinely and safely clean the facility in a manner that complies with the requirements contained in the Social Distancing Protocol (contained in Health Officer No. C19-07, and any future amendment to that order) (the “Social Distancing Protocol”).



City and County of San Francisco

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- 1.8.** Ensure customers and Personnel comply with the Social Distancing Protocol. At a minimum, each Retail Business must:
 - 1.8.1.** Require all Personnel to comply with the Face Covering (as provided in Health Order No. C19-12, and any future amendment to that order) (the “Face Covering Order”), wash hands frequently, and maintain physical distance of at least 6-feet to the extent possible.
 - 1.8.2.** Establish designated areas/lines with markings on the ground to indicate 6-foot distancing for patrons.
 - 1.8.3.** Create directional paths of travel where feasible (e.g. separate entrance and exit for patrons, lines for restrooms).
 - 1.8.4.** Advise customers that they must comply with the Face Covering Order.
- 1.9.** Establish procedures for safe handling of returned merchandise. Consider encouraging customers to send returns or exchanges by a delivery service to reduce unnecessary contact. There is no requirement that returned items be sanitized or quarantined.
- 1.10.** Limit the number of customers waiting in line to enter the Retail Business at any one time to a number that allows for customers and Personnel to easily maintain at least six feet of distance from one another and allows sufficient sidewalk space to allow safe pedestrian right-of-way at all times.
- 1.11.** Provide customers with access to hand sanitizer, such as near entrances and exits and at the register or other point-of-sale locations. Provide signage in the store encouraging customers to use hand sanitizer before touching merchandise.
- 1.12.** Personnel must routinely clean other high-touch surfaces that can be safely cleaned in a manner that complies with industry standards, but no less than once daily including, but not limited to: shopping carts and baskets; countertops, food/item display cases, bulk food containers, 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 cleaned using products on the EPA-approved “N” list, which can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Personnel are not required to clean surfaces after each individual customer touches a surface unless the patron appears symptomatic or there is visible contamination with nasal or oral secretions.
- 1.13.** Provide hand sanitizer to all 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’s location. But for Personnel who shop, deliver, or drive in relation to their work, the Retail Business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Business does not provide sanitizer to such shopping, delivery, or driving Personnel, the Business is not allowed for that aspect of its service to operate in the City. Information on hand 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>.



- 1.14.** Provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets.
- 1.15.** Prohibit customers from sampling edible products inside the store. Customers must not sample products that require them to remove their Face Coverings.
- 1.16.** Retail Businesses must establish a training procedure for Personnel to educate them about cleaning and social distancing requirements. Retail Businesses are highly encouraged to provide Personnel with training on de-escalation techniques for addressing customers to refuse to comply with the Social Distancing Protocol or Face Covering Order.
- 1.17.** To the extent permitted by the State, Essential Retail Businesses may, but are not required, to permit customers use their own reusable bags, mugs, cups, or other similar re-fillable food containers brought from home. Customers must be permitted to use push carts to help them carry or transport items as well as wheelchairs, canes, or other mobility assistance devices.
- 1.18.** If the Retail Business has a restaurant or café, that space may operate subject to Health Officer Directive No. 2020-16 (Dining) as long as there is 12 feet of distance between the dining space and patrons or others who are not dining. (For example, a restaurant may operate adjacent to a hallway or lobby if people using the hallway or lobby can maintain 12 feet of distance from seated diners). The 12-foot buffer does not apply if the restaurant or café is in its own, separate room that is closed off by walls from non-diners. The dining space must meet one of the ventilation requirements in Section 4.i of the Stay-Safer-At-Home Order to operate.
- 2. Section 2: Requirements Specific to Retail Businesses Selling Clothing or Other Items that Come Into Contact with the Body**

 - 2.1.** Provide customers with hand sanitizer in or near the fitting room and require that they use it before and after trying on clothing.
 - 2.2.** Require customers to wear Face Coverings while they are trying on merchandise.
- 3. Section 3 – Additional Requirements For Curbside Drop-off and Pickup:**

 - 3.1.** 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).
 - 3.2.** 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.
 - 3.3.** 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.
 - 3.4.** 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.

- 3.5. 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.
4. **Section 4: Additional Requirements for Pharmacies** (applies to each Pharmacy or Grocery Store if it contains a Pharmacy):
 - 4.1. If the Pharmacy offers a delivery service for medications or over the counter healthcare supplies, then the Pharmacy must have a sign posted reminding customers of that service and encouraging its use.
 - 4.2. The Pharmacy should encourage customers to submit orders and payment in advance by phone or online.
 - 4.3. If the Pharmacy has a waiting area, ensure that chairs are not close together or mark chairs that are not to be used in order to ensure social distancing of at least six feet between chairs. All such seating areas must be cleaned as high-touch surfaces as outlined in Section 1, above.
5. **Section 5 – Food Handling Requirements for Prepared Food and Produce** (applies to all Retail Businesses that offer prepared foods, produce, or bulk items):
 - 5.1. Provide gloves for all Personnel handling food. Provide training for Personnel on glove use, including how to properly put on (after handwashing) and take off gloves and when to replace gloves when they are soiled or damaged. Single use gloves should be used for only one task and should be discarded when damaged, soiled or when food handling is interrupted. All existing industry rules and regulations regarding use of gloves must also be followed.
 - 5.2. Businesses may reopen self-service of food and food-related items, including hot bars, cold bars, salad bars, beverage stations, and buffets, only if they can comply with the following requirements:
 - 5.2.1. Customers are required to maintain at least six feet of distance from each other and Personnel at all times;
 - 5.2.2. The business prohibits customers from congregating at or near the self-service stations; and
 - 5.2.3. If the business permits customers to consume food on the premises, the business must comply with Section 1.19 above.
 - 5.3. Businesses may, but are not required to, permit customers to self-serve bulk food items, such as dry goods, spices, and no-touch liquids. Businesses must not allow self-serve bulk-items unless they can comply with all of the following requirements:



- 5.3.1. Customers must maintain at least six feet of distance from others at all times while shopping.
 - 5.3.2. Customers are required to keep their Face Covering on at all times.
 - 5.3.3. The business must provide hand sanitizer for customers to use in any area where bulk food items are available. Customers must use hand sanitizer prior to touching any bulk food items, containers, or serving utensils.
 - 5.3.4. Businesses are encouraged to take all other reasonable steps to protect Personnel and customers, including providing disposable serving scoops or other utensils and sanitizing high-touch areas more frequently or between each use.
- 6. Section 6 – Additional Requirements for Farmers’ Markets (applies to each Farmers’ Market):**
- 6.1. Notify Farmers’ Market vendors to not attend the market if they are sick. The cancellation charge must be temporarily waived for vendors not attending because of illness.
 - 6.2. Require vendors to bring and use a personal handwashing station if a common handwashing area is not readily available. An instruction guide on how to create a handwashing station is available online at <https://www.sfdph.org/dph/EH/Food/Handwash.asp>.
 - 6.3. At least once daily, or more frequently if required by industry standards, vendors must clean high-touch surfaces as well as surfaces within the vendor’s vehicle(s) that come into contact with bags, containers, or bins used to secure the food during transport or that are high-touch.
 - 6.4. Limit the number of customers in the vendor stall at any one time to a number that allows for customers and Personnel to easily maintain at least six-feet of distance from one another and so that customers may remove their Face Coverings outdoors as permitted by the Face Covering Order.
 - 6.5. Place vendor stalls in a way that minimizes crowding, allows for free flow of foot traffic, and allows customers to remain at least six feet apart from each other and Personnel whenever practicable, including when in line.
 - 6.6. If practical, separate order areas from delivery areas to prevent customers from gathering.
 - 6.7. Consider pre-bagging popular items/quantities to reduce crowds and lines.

Health Officer Directive No. 2020-17d (Exhibit B)
Health and Safety Plan (issued 5/6/2021)

Each Retail Business 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. 2020-17, available at www.sfdph.org/directives.
- Completed layout changes to ensure social distancing is possible in store, including adjusting maximum capacity to no more than 50% (excluding Personnel).
- Implement a metering plan to monitor capacity limits.
- Add all required signage regarding COVID-19 safety and ventilation.
- Added all required signage to entrances and employee break rooms.
- Developed a plan and implemented daily COVID-19 symptom verifications for all Personnel working onsite in the County.
- Personnel and customers are required to comply with the Face Covering Order.
- Provides customers with access to hand sanitizer.
- Added signage for customers regarding use of hand sanitizer and merchandise handling.
- Clean high-touch surfaces that can be safely cleaned at least once daily, or more frequently if required by industry standards.
- Removed all self-serve in-store samples from the sales floor.
- Trained Personnel to comply with cleaning and social distancing requirements.

Additional Measures

Explain:



Stay Informed: Notice of Allowances and Restrictions of Indoor and Outdoor Activity

In alignment with the State’s recommendations, San Francisco has reopened at the State’s Yellow Tier starting May 6, 2021, allowing some additional activities and increasing capacity for those previously allowed in the Orange Tier. The decision to reopen balances the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down, and more people are vaccinated, there remains a risk that people who you come into contact with may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness and to date, only about 50% of people you may come into contact within San Francisco are fully vaccinated. We are seeing surges in other parts of the country and the world, increasingly impacting younger adults. Therefore, the opening of sectors does not necessarily signify that these activities are “safe” but getting fully vaccinated can help us get there.

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible. Getting vaccinated is the single most important action eligible people can take; other critical actions include wearing a well-fitted mask that covers your mouth and nose in all recommended settings (refer to Face Covering Health Order and Gatherings Directives for more information), avoiding indoor settings to the extent possible, getting tested and isolating if you are ill, and complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as older adults, people with health risks, and those who live with or care for them are urged to get fully vaccinated. If you are fully vaccinated (i.e., 14 days have passed since your final dose), you can feel safer about your own health risks when participating in activities permitted by our state and local health departments. However, please consider the possible risk your exposure may have on those around you, especially those you live with and those who are unvaccinated, when you take part in activities that involve people outside your household.

Any prior changes in business capacities and other activities required under Yellow Tier amendments to Directives or Health Orders must have been implemented by their respective effective dates, and any new changes will take effect by May 6, 2021. If cases rise, the Health Officer may further restrict or suspend other activities currently allowed under Health Officer Order C19-07.

San Francisco Department of Public Health Guidance Notice of Suspension or Restrictions of Indoor and Outdoor Activity

As directed by the Board of Supervisors, the Department of Public Health is providing this guidance to help businesses and organizations understand the requirements for operating under the Yellow Tier of the State’s reopening plan. This guidance is intended to be used in conjunction with the Health Officer Order C19-07 and the State’s reopening plan. It is not intended to be used as a standalone document. For more information, please visit the Department of Public Health website at www.sfdph.org.

Table with 4 columns: Activity/Restriction, Allowed/Restricted, Effective Date, and Change in Allowance/Restriction. Rows include Retail, Dining, Entertainment, and other categories.

Business Capacities and Activities Table or BCAT

The allowed activities and restrictions on capacity limits ordered by the Health Officer as of May 6, 2021 are summarized in the Business Capacities and Activities Table (BCAT). Suspended or restricted businesses may still engage in Minimum Basic Operations as defined in Health Officer Order C19-07. All impacted people and entities are required to adhere to these new limits and must otherwise continue to monitor and comply with all applicable Health Orders and Directives. The Health Order and Directives take precedence over any discrepancies listed in the BCAT.

Refer to the BCAT (English, Chinese, Spanish, Tagalog, Vietnamese, Russian) for a summary of all current restrictions, limitations and suspensions.



Tips for Retail Businesses Offering Curbside or In-Store Shopping or Services During COVID-19

Updated May 6, 2021

AUDIENCE: Businesses that offer in-store/curbside retail, services, and outdoor equipment rental during the COVID-19 pandemic. “Business” includes many types of organizations, such as nonprofit organizations, employers, community-based organizations and others. “Personnel” includes employees, contract workers, gig-workers, volunteers and others.

PURPOSE: This document promotes best practices to prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community. This document supplements, but does not replace, requirements in any Directives or Health Orders.

Summary of revisions since previous versions

- Refer to the [Business Capacities and Activities Table \(BCAT\)](#) for all current restrictions, limitations and suspensions.
- Highlighted that SFDPH does not recommend temperature measurement. This practice may still be a requirement by the State or regulatory agency

COVID-19 Information

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person breathes. Even more droplets can get in the air when infected people talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms and can still be breathing out virus-containing droplets that can infect others. Transmission can occur through:

- Larger droplets. These larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.
- Smaller droplets or infectious particles. These can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

COVID-19 Prevention

- [Wash your hands often with soap and water.](#) If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70 % isopropanol.
- [Avoid Close Contact.](#) To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don’t live in your Household.
- [Wear a Face Covering.](#) Cover your mouth and nose with a Face Covering in public settings and when



around people who don't live in your Household.

- [Routinely clean and disinfect](#) frequently touched surfaces.
- [Monitor Your Health Daily](#). Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

Indoor Risk

Scientists agree that the risk of transmitting COVID-19 is generally much greater indoors than outdoors. Consider the increased risk to yourself and your community while planning activities and dining. Any increase in the number of people indoors or the length of time spent indoors increases risk. Small rooms, narrow hallways, small elevators, and weak ventilation all increase indoor risk. Each activity that can be done outdoors, remotely, or by teleconference reduces risk. More detail can be found at sfcdcp.org/indoorrisk.

The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Whenever you are in a room or space that has been shared or is shared with people from outside your household assure yourself that there is good ventilation and that doors and windows are open, if possible.

COVID-19 vaccine is here

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC, and California's own Scientific Safety Review Workgroup have reviewed data from clinical trials to ensure the safety and effectiveness of COVID-19 vaccines. **We strongly encourage all persons to get vaccinated.** The first vaccines approved in the US are about 95% effective in preventing sickness from COVID-19, however we do not know how well they prevent infections that do not cause symptoms. This means that we do not know how common it is for a person who got the vaccine to carry the virus and transmit to others, including [those who have increased risk for severe illness or death](#). Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to continue using all the tools available to help stop this pandemic: wear a mask that covers your mouth and nose when outside your home, avoid get-togethers/gatherings, avoid being indoors with people you don't live with, stay at least 6 feet away from others, and wash your hands after touching shared objects or after touching your face. Find out more about the vaccine, including where and when to get it at: sf.gov/covidvax

If you have received the COVID-19 vaccine, please read more about whether you need to quarantine at: sfcdcp.org/quarantineaftervaccination. Information on safer social interactions for vaccinated individuals is at: sfcdcp.org/lifeaftervaccine

General Information and Requirements for Retail

Create Required Plans and Protocols and Post Required Signage

All required signage with approved language is available at sf.gov/outreach-toolkit-coronavirus-covid-19.

The following must be available for all personnel and posted at the entrance or elsewhere on the business site.

- Fill out and post the [Health and Safety Plan](#) template for Directive 2020-17. If other [Directives](#) apply to your business, you may need to complete more than one Health and Safety Plan.



- Complete and post the [Social Distancing Protocol](#) and any signs that are required by that document.
- Post [signage about the risk of being indoors](#)
- Display the [poster with information about reporting health order violations](#)
- Review the San Francisco Department of Public Health (SFDPH) Ventilation Guidance and keep an annotated copy available. Ventilation guidance from recognized authorities such as the Centers for Disease Control, ASHRAE, or the State of California may be used instead.

Post signage at public entrances and in all break rooms indicating which of the following systems are used:

- All available windows and doors accessible to fresh outdoor air are kept open
- Fully operational HVAC systems
- Appropriately sized portable air cleaners in each room
- None of the above

Create a Safer Space for Personnel and Customers

All businesses are required to establish a Mandatory Metering System to ensure capacity does not exceed the maximum levels specified in the [Business Capacities and Activities Table \(BCAT\)](#). Develop and implement a written procedure to track the number of persons entering and exiting the facility to ensure at or below allowable capacity. Consider designating personnel to monitor store capacity.

Measures to ensure maintaining capacity limits and ensuring space for distancing include:

- Create designated circles or lines with marking on the ground to indicate six-foot distancing for customers.
- Create directional paths of travels if applicable, such as one-way entrance and exit for customers, signs for bathrooms.
- Consider using single line queue, instead of multiple line queues, to reduce customers' wait time and enable easy management of queues.
- Consider setting up a queue management system to only allow limited number of shoppers at a time so that a six-foot distancing can be maintained among patrons and Personnel at all times, for small square footage or mom-and-pop stores where hiring a designated staff is not necessary or feasible.
- Maintain Plexiglas or other barriers between customers and cashier. If not possible, please ensure at least six feet of distance.
- Consider increasing the number of on-premises staff to prevent crowding situations during holiday seasons.
- Change the physical layout of your business to help social distancing for customers and personnel.

Additional measures businesses should implement include:

- Provide customers with easy access to hand sanitizer.
- Refer to [CDC guidance](#) to decide how frequently to clean or disinfect a workplace or business to minimize the risk of COVID-19 transmission. Industry-specific regulations (e.g, CalOSHA) should be followed if they require more frequent cleaning or disinfection.
- Consider outdoor sales. Refer to Special Considerations for Curbside Retail section below for additional information.
- Encourage the flu vaccination. Flu vaccines are critical in the fight against COVID-19 by (1) keeping workers and communities healthy and (2) reducing strain on our healthcare and testing systems that are responding to COVID-19. During flu season, strongly encourage all personnel to get a flu shot. Post signage to encourage flu vaccine among customers, visitors, and others.



Educate and Train Personnel

Businesses should designate a Worksite Safety Monitor who will ensure that Personnel properly clean and disinfect, as well as, monitor the number of customers in the store or in line. Consider training the Worksite Safety Monitor and other Personnel on de-escalation with customers who do not comply with policies. Personnel may worry about their own risks, so provide resources to address anxiety, stress, and mental health. [SFPDH no longer recommends that organizations conduct pre-entry temperature measurements to identify potential cases of COVID-19](#), but State and other regulatory agencies may still require these measures.

Provide information on sick leave and other benefits the employee may be entitled to receive that would make it financially easier to stay at home (see [Paid sick leave in San Francisco](#)). Remember that employees cannot be fired due to COVID-19 results or needed time off related to COVID-19.

Provide information on [CA Notify \(canotify.ca.gov\)](#), an app you can install on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

Check Your Space if it has been Vacant for an Extended Period

If your business has been closed for weeks or months, check for pest infestation or harborage, and make sure all pest control measures are functioning. Perform routine maintenance on ventilation systems including air ducts and vents. Flush out the stagnant water from the plumbing lines by running water through fixtures. Detailed guidance may be found at: sfwater.org/flushingguidance.

Getting Back to Business

Follow the Best Practices in [Exhibit A of Directive 2020-17](#). To help compliance, you may need to ask customers to change the way they interact with your business and your products. Changes may include:

- Encourage customers to use hand sanitizer before touching merchandise or upon entry to your business.
- Provide disinfecting wipes near shopping carts and shopping baskets.
- Prohibit customers from sampling edible products in-store.
- Sampling of items such as cosmetics and perfume is only allowed if the patron's face covering stays in place.
- Discourage customers from handling produce without purchase of the produce handled.
- Fitting rooms for customers are allowed as long as masks are worn and hand hygiene is emphasized.
- To the extent permitted by the State, Essential Retail Businesses may, but are not required, to permit customers use their own reusable bags, mugs, cups, or other similar re-fillable food containers brought from home.
- If your business uses self-service bins ("Bulk Bins") for any type of bulk products that customers dispense themselves into containers, follow the requirements in [Directive 2020-17](#):
 - The business must provide hand sanitizer for customers to use in any area where bulk food items are available;
 - Customers must use hand sanitizer prior to touching any bulk food items, containers, or serving utensils;
 - Consider providing disposable serving scoops or other utensils and designate this area for more frequent sanitizing by Personnel.



- Refer to the [BCAT](#) and [dining directive](#) to see if there are current restrictions to on-site consumption of prepared foods sold by your retail establishment.

Restrooms for Customers

High-touch surfaces in restrooms such as faucets, toilets, counters, door handles, and light switches should be frequently cleaned in accordance with industry standards and the Social Distancing Protocol following [EPA guidance on disinfectants approved for use on SARS-CoV-2 \(COVID-19\) virus](#).

Consider creating and posting a cleaning schedule and sign-off sheet at the entrance to restrooms to track how often the facilities are being cleaned.

Retail Stores in an Enclosed Indoor Shopping Center

Retail stores in an enclosed Indoor Shopping Center that do not have direct access to adjacent sidewalk, street, parking lot, or alley area, may open for in-store retail as specified in the [Business Capacities and Activities](#) table, and with approval of a plan submitted to the Health Officer.

Special Considerations for Curbside Retail

Curbside Retail is the provision of items to customers who do not enter your facility. Curbside Retail includes Personnel delivering items to a customer in a parked car or truck, or to a customer on a parked bicycle, scooter or motorcycle. The customer stays with their vehicle in a parking lot or legal parking space. Personnel can also deliver items to a customer who comes to your location on foot.

Curbside Retail may occur in a parking lot or your business can utilize the [Shared Spaces program for operations on the sidewalk or parking lane](#).

- All customers and Personnel must comply with the Face Covering Order, which requires that they wear a Face Covering at all times.
- Remind customers to call or otherwise message to let your business know when they arrive
- Ask for the vehicle's make, model, color, and license plate number during the offsite/remote sales transaction so your Personnel can easily locate the customer.
- Remind customers when they place their order that they must turn their motor off when they arrive at your facility or location.
- Load into the trunk when possible. When feasible, Personnel may load the items purchased into the vehicle's trunk compartment.

Traffic, bike and sidewalk safety is very important:

- Make sure your outdoor operations do not block pedestrian passage and ensure people with disabilities have full access.
- Customers waiting in line outside your business must remain at least 6 feet apart from each other and from customers who may be waiting in line for other businesses nearby.
- Delivering items to a vehicle should be done from the curb, unless the vehicle is in a parking lot.
- Do not deliver to double parked vehicles. You can use the Shared Spaces program to change parking spaces into temporary loading zones for no fee.
- Address any other traffic, bike lane or mobility safety issues specific to your location.



Frequently Asked Questions

Which stores can open? How many Personnel can be present at the same time?

Refer to the [Business Capacities and Activities Table \(BCAT\)](#) for current restrictions, limitations and suspensions.

Should my staff wear gloves?

Routine glove use is not recommended. The CDC explains that in general, gloves are appropriate when cleaning or caring for someone who is sick (see link: [When to wear gloves](#)). In most other situations, wearing gloves is not necessary and may still lead to the spread of germs. The best way to protect yourself is to regularly wash your hands with soap and water for 20 seconds, or use hand sanitizer with at least 60% alcohol.

There's a metered parking space immediately outside the entrance to my store. How can I provide for use of that space for curbside pickup?

You can request that the adjacent street parking be converted to a temporary loading zone to help encourage physical distancing and reduce crowding through the [Shared Spaces Program](#).

Resources

- San Francisco:
 - SFDPH Communicable Disease Control and Prevention [COVID-19 information](#)
 - SF.GOV [comprehensive resources for businesses during the COVID-19 pandemic](#).
 - [Downloadable signage to print yourself](#), or to request [printed posters](#)
 - How to get tested for COVID-19 in San Francisco [sf.gov/citytestsf](#)
 - [COVID-19 Vaccine Information at sf.gov/covidvax](#).
 - Information from the [San Francisco Office of Economic and Workforce Development about COVID-19](#), such as employer requirements, employee benefits, and resources
 - [Paid sick leave in San Francisco](#)
- California:
 - [State of California Blueprint for a Safer Economy](#)
 - [Guidance for Retailers](#) from the State of California
 - CAL OSHA [information on protecting workers from COVID-19](#)
 - [CA Notify](#) is an app that can notify you when you come into close proximity to others infected with COVID-19
 - California Department of Public Health and Cal OSHA have [guidance specific to delivery workers during COVID-19](#).
- Federal:
 - [CDC Resuming Business Toolkit](#)
 - [CDC Return to Work Guidance](#)
 - US Food and Drug Administration [has useful information for food pick-up and delivery](#)