



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 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. 2020-23f

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR BUSINESSES PROVIDING HAIR, BARBER, NAIL, SKIN CARE,
MASSAGE, COSMETOLOGY AND CERTAIN OTHER PERSONAL SERVICES
OUTDOORS IN A NON-HEALTHCARE SETTING**

(PUBLIC HEALTH DIRECTIVE)

DATE OF DIRECTIVE: May 20, 2021

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that businesses offering Personal Services, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 4.e of Health Officer Order No. C19-07, including as it may be revised or 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, and the community.



Health Officer Directive No. 2020-23f

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 business providing certain Personal Services, as that term is defined in Section 15 of Appendix C-1 the Stay-Safer-At-Home Order (“Covered Personal Service Providers”).**
- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Covered Personal Service Providers (the “Best Practices”). Each Covered Personal Service Provider must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Each Covered Personal Service Provider, before it begins to offer Personal Services or allow Personnel onsite, must 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. A tip sheet containing guidance from the Department of Public Health related to Personal Services is available <https://www.sfdph.org/dph/alerts/covid-guidance/2020-30-Tips-Indoor-Personal-Services.pdf>. Personal Service Providers should also refer to the current [Business Capacities and Activities Table](#) for updates to allowed activities and capacity limits.**
- 5. If an aspect, service, or operation of the Covered Personal Service Provider is also covered by another Health Officer directive (all of which are available at www.sfdph.org/directives), then the Covered Personal Service Provider must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.**
- 6. Each Covered Personal Service Provider must (a) make the Health and Safety Plan available to a customer and Personnel on request, (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Covered Personal Service Provider must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.**
- 7. Each Covered Personal Service Provider subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Covered Personal Service Provider 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 Covered Personal Service Provider, any such Covered Personal Service Provider is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.**



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- 8. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with a Covered Personal Service Provider: 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; volunteers; and other individuals who regularly provide services onsite at the request of the Covered Personal Service Provider. “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 Covered Personal Service Provider must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (www.sfdph.org/directives) regularly.**
- 10. Implementation of this Directive augments—but does not limit—the obligations of each Covered Personal Service Provider under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. The Covered Personal Service Provider 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.**

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.

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

Date: May 20, 2021



Exhibit A to Health Officer Directive No. 2020-23f (issued 5/20/2021)

Best Practices for Businesses Offering Outdoor Personal Services

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 (the “Social Distancing Protocol”), each Covered Personal Service Provider that operates outdoors 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. Note that ALL Personal Service Providers must comply with Section 1 below, and Personal Service Providers must otherwise comply with all other sections below that apply to the type of services they offer. Some Personal Service Providers will only need to comply with Section 1, and others will comply with Section 1 and at least one other section.

Requirements:

1. Section 1 – General Requirements for All Covered Personal Service Providers

[These requirements apply to all Personal Service Providers]

- 1.1.*** Personal Service Providers are strongly encouraged to offer services outdoors, where feasible. Certain Personal Services are not permitted outside, including: electrology, tattooing, piercing, microblading, permanent make-up, and other forms of body art that are invasive and require a controlled hygienic environment.
- 1.2.*** All services provided outdoors must be approved by the applicable licensing agencies, such as the California Board of Barbering and Cosmetology and the San Francisco Department of Public Health (“SFDPH”).
- 1.3.*** Service Providers regulated by the California Board of Barbering and Cosmetology must comply with state guidance and regulations, including any regulations that limit the location where outdoor services may be performed.
- 1.4.*** Consistent with the limitations under the State Health Order, Health Officer Order No. C19-07 (the “Stay-Safer-at-Home Order”), and guidance from SFDPH, Covered Service Providers that are permitted to operate outdoors may, subject to any applicable permit requirements, conduct their operations under a tent, canopy, or other sun or weather shelter. Any use of impermeable barriers, or area umbrellas, canopies, and other shade structures must be consistent with guidance in Section 4.c of the Stay-Safer-At-Home Order.
- 1.5.*** Develop and implement a process for screening Personnel for COVID-19 symptoms by having Personnel evaluate their symptoms prior to arriving on-site. Otherwise comply with the screening requirements and consider screening-related recommendations from Section 4.d of Health Officer Order No. C19-07, including as that Order is updated in the future..
- 1.6.*** Customers who are feeling ill or who have exhibited symptoms of COVID-19 within 24 hours of their scheduled appointment must cancel or reschedule their appointment. In such cases, customers must not be charged a cancellation fee or other financial penalty.



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- 1.7.** Consider implementing digital forms or questionnaires to allow customers to complete all paperwork electronically before their appointment.
- 1.8.** Require Personnel to wear Face Coverings as provided in Health Officer Order No. C19-12, and any future amendment to that order (the "Face Covering Order"). Unvaccinated Covered Personal Service Providers must wear their Face Coverings at all times while in the presence of customers and other Personnel. Covered Personal Service Providers who will be within three feet of a customer for more than 15 minutes are strongly encouraged to wear a non-vented N95 mask.
- 1.9.** Customers must wear a Face Covering at all times except when: (a) they are otherwise exempt from doing so under the Face Covering Order or (b) when the Face Covering must be removed to perform services involving that part of the face and then only during such procedure and subject to compliance with applicable safety precautions set forth herein. Covered Personal Service Providers must encourage customers to bring and use their own Face Coverings. Covered Personal Service Providers must provide customers with Face Coverings if they do not have one or refuse service to those who arrive without a Face Covering and who are not otherwise exempt from wearing one under the Face Covering Order.
- 1.10.** Activities that involve the removal of clients' face coverings are much higher risk and If a customer's Face Covering must be removed, Covered Personal Service Providers must take the following precautions:
 - 1.10.1.** The Covered Personal Service Provider conducting the service must wear a face shield or eye protection (in addition to a Face Covering) when they are providing services that do not enable the client to wear a Face Covering.
 - 1.10.2.** Covered Personal Service Providers must wear a well-fitted mask and are strongly recommended to wear a non-vented N95 mask, even if not fit-tested, to provide maximum protection during procedures that require the customer to remove their Face Covering. Guidance regarding well-fitted masks can be found at: www.sfdcp.org/maskingupdate.
 - 1.10.3.** The customer's Face Covering may only be removed as long as necessary to complete the part of the service requiring removal.
 - 1.10.4.** The service must be conducted at least six-feet from other Personnel and customers.
 - 1.10.5.** Request that the customer not speak unnecessarily during the period that their Face Covering is removed.
 - 1.10.6.** Keep face tissues or a towel available for the customer to use in the event they need to sneeze or cough while their Face Covering is off. The customer should dispose of the tissue or place the towel into a laundry bin at the end of the service.
- 1.11.** Although Covered Personal Service Providers under this Directive are not offering health care, there are similarities between the provision of health care and personal services. In particular, the duration of encounters, distance between provider and client, and other factors can create similar risks of virus transmission, and many of the best practices that apply in the health care context can be applied in the personal services context. Accordingly, Covered Personal Service Providers are strongly recommended to wear a



face shield, goggles, or other eye protection in addition to Face Coverings when they will be within three feet of a customer for more than 15 minutes. More information about use of face shields, goggles, or other eye protection in the health care context, which is also relevant to people who provide personal services, can be found online at <https://www.sfcdep.org/wp-content/uploads/2020/08/COVID19-EyeProtection-Memo-HCP-FINAL-2020.08.10.pdf>.

1.12. Covered Personal Service Providers may not offer customers food or drink of any kind, and customers must not eat or drink while they are receiving a service.

1.13. Covered Personal Service Providers must develop a plan and implement cleaning and disinfecting requirements that meet or exceed usual professional requirements and standards, including:

1.13.1. Comply with any existing or COVID-19 specific health-related regulatory requirements, such as those required by Cal/OSHA, the California Board of Barbering and Cosmetology, California Health and Safety Code, and the San Francisco Health and Safety Code.

1.13.2. Instruct all Personnel to wash their hands frequently with soap and water for at least 20 seconds and to wash hands or use hand sanitizer (provided by the Covered Personal Service Provider) before and after touching high-touch surfaces.

1.13.3. Clean station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces at least once daily, or more frequently if required by industry standards.

1.13.4. All single use items, such as disposable wax collars, cotton, neck strips, and applicators, must be used once and immediately thrown away in a container with a lid.

1.13.5. All appliances at work stations and treatment areas must be properly cleaned at least once daily, or more frequently if required by industry standards.

1.13.6. Clean all high-touch surfaces, including handles, hoses, spray nozzles, chairs, headrests, and other equipment at least once daily, or more frequently if required by industry standards. Where appropriate, consider adding a paper cover, sheet, or clean towel that can be easily disposed of or cleaned for use between customers.

1.13.7. Where linens are used, even if the customer does not get under them, the linens must still be removed for laundering. The bed or table must be properly cleaned at least once daily, or more frequently if required by industry standards. All dirty linens, including towels, sheets, blankets, smocks, and reusable capes, should be placed in a closed container and not used again until properly laundered. Store all clean linens in a clean, covered place. Ensure Personnel who handle dirty linens or laundry wear a Face Covering.

2. Section 2 – Additional Requirements for Establishments that Provide Personal Services

2.1. Establishments offering services outside must consider the risks associated with local streets, sidewalks, traffic, pedestrians, and bicyclists. Establishments and Covered Personal Service Providers must take all reasonable and feasible efforts to reduce customer and Personnel exposure to traffic and bike lanes, minimize blocking visibility of other travelers (whether vehicle, pedestrian, or bicyclist), and minimize or eliminate potential



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blockages of passageways, including ADA-compliant public access to sidewalks. Covered Personal Service Providers must comply with state and local laws, regulations, and permitting requirements (e.g., ADA access and compliance with applicable zoning), including the placement of outdoor shelters and service stations.

- 2.2. Establishments offering outdoor services must address the potential hazards that result from moving personal services outside, including: (1) ensuring use of electrical devices and extension cords in compliance with Cal/OSHA's Guide to Electrical Safety; and (2) ensuring there are no tripping hazards from cords or other equipment.
- 2.3. All waste, including waste water and hair clippings, must be disposed of safely and as required by state and local regulations.
- 2.4. The establishment must comply with the Cal/OSHA standards for heat illness prevention for outdoor workers, including an effective heat illness prevention plan with written procedures.
- 2.5. The layout of the outdoor establishment must allow for proper social distancing. For example, chairs and work stations must be arranged to ensure at least six feet of space between customers. Establishments should consider additional divider shields or other impermeable barriers where appropriate and feasible.
- 2.6. Instruct all Personnel and customers to maintain at least six-foot distance from others except as necessary to perform a personal service otherwise permitted by this Directive or when momentarily necessary to facilitate or accept payment and hand off items or deliver goods. If the Covered Personal Service Provider cannot ensure maintenance of a six-foot distance within the facility between Personnel, such as by moving work stations or spreading Personnel out, then it must reduce the number of Personnel permitted in the facility at any given time accordingly.
- 2.7. If all or part of a Covered Personal Service Provider's establishment has been vacant or dormant during the Stay-Safer-At-Home Order, then the Covered Personal Service Provider must ensure plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at: <https://sfwater.org/index.aspx?page=1327>.
- 2.8. If the establishment uses pedestal fans or hard mounted fans, the Covered Personal Service Provider must adjust the direction of fans to minimize air from fans blowing from one customer's space to another's space.
- 2.9. Evaluate the facility to determine the number of people (including customers and Personnel) who may safely fit in the outdoor service area at any time while ensuring adherence to Social Distancing Requirements under this Directive and the Stay-Safer-At-Home Order. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments.
- 2.10. Develop a plan and implement additional cleaning requirements, including:
 - 2.10.1. Instruct Personnel that they are responsible for keeping their workspaces clean.
 - 2.10.2. Ensure Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.



- 2.10.3.** Clean high touch surfaces in common areas at least once daily, or more frequently if required by industry standards. Common areas include, but are not limited to the following area: lobbies, lounge or seating areas, entry ways, hallways, bathrooms, changing areas, elevators, and stairwells. Clean all high touch surfaces and devices found in common areas such as door handles, railings, faucets, toilets, elevator buttons, coat hooks, hangers, furniture, computers, telephones and other devices that are touched by people throughout the day. 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.
- 2.10.4.** Equip the reception area and all workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.
- 2.10.5.** Clean station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces at least once daily, or more frequently if required by industry standards.
- 2.11.** If Personnel or a member of the public refuses to comply with the Face Covering Order or other provision of this Directive, then the Covered Personal Service Provider must refuse service to the individual and request that the individual leave the facility.
- 2.12.** Implement safety measures for customers, including:
- 2.12.1.** All Covered Personal Service Providers are strongly encouraged to see customers by appointment only and to stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit. Hair salons and barbershops, under current State guidance, must see customers by appointment only and must not allow walk-in customers.
- 2.12.2.** Encourage customers to bring and use their own Face Coverings. Covered Personal Service Providers must provide customers with Face Coverings if they do not have one or refuse service to those who arrive without a Face Covering and who are not otherwise exempt from wearing one under the Face Covering Order.
- 2.12.3.** Prohibit customers from bringing additional people with them to their appointment. If the person receiving the service is a minor, they may bring an adult guardian, or if the person receiving the treatment is disabled they may bring an adult care provider. Covered Personal Service Providers may consider allowing adult customers to bring their minor children if they have no other childcare options. Anyone entering the outdoor service area or establishment must be screened for symptoms of COVID-19 and must be included when determining whether the facility has reached its capacity limit.
- 2.12.4.** If feasible, implement virtual check-in technology to ensure that Personnel are notified when a customer arrives.
- 2.12.5.** Prohibit customers from congregating in the reception area or elsewhere in the outdoor establishment.
- 2.12.6.** Service providers must not see multiple customers at once (e.g., while one customer's hair is drying, another receives a haircut). Multiple service providers must also not work on the same customer at the same time. Services for one customer must be completed before a new customer is seen by the same worker.



The one exception to this rule is that if a customer is undergoing a procedure and is waiting for a longer period of time (such as when waiting for hair dye to set), a service provider may work with one other customer during the wait so long as (i) the service provider cleans their hands each time before switching to the other customer, (ii) the second customer is not being served in the same service area as the first customer without full cleaning and sanitization of the area between each customer as required by this Directive, and (iii) the service provider is not repeatedly going back and forth between the first and second customer.

3. Section 3 – Additional Requirements Specific to Barbering and Cosmetology Establishments

[These requirements apply to all Personal Service Providers that work with hair on the face or head, including hair washing and cuts, styling, blowouts, beard grooming, braiding, and weaving/artificial hair integration]

- 3.1. Customers receiving barbering or other hair care services must wear Face Coverings that attach with ear-loops to avoid interfering with services.
- 3.2. Provide a clean smock or cape for each customer.
- 3.3. Establishments providing outdoor services must cease the following services: all chemical hair services, including, but not limited to, permanent waving, relaxing, bleaching, tinting, coloring, dyeing and straightening; shampooing; and electrolysis.
- 3.4. Ensure that all loose hair is swept or vacuumed as quickly as reasonably possible to avoid improper dispersal of hair.

4. Section 4 – Additional Requirements Specific to Esthetician and Skin Care Services

- 4.1. Treatment tables or chairs must be covered with either clean treatment table paper, a clean towel, or a clean sheet before each use.
- 4.2. Covered Personal Service Providers must wear disposable gloves at all times during the service and while cleaning or disinfecting implements and surfaces between each client session.
- 4.3. When wax pots are running low and new wax needs to be added, empty any remaining wax and clean the wax pot before refilling with new wax. Single use applicators must be disposed of immediately after use in a lined trash bin.

5. Section 5 – Additional Requirements Specific to Nail Salons

- 5.1. Disposable gloves must be worn throughout the entire service and while performing cleaning and disinfection of all implements and surfaces after each client. Once cleaning is finished, remove and dispose of gloves and apply proper hand sanitizer or wash hands with soap and water. Gloves must be changed between each customer.
- 5.2. Pedicures done outside may only be conducted in portable tubs/bowls. The tubs/bowls must be cleaned between each use, with the cleaning occurring inside the nail salon, not in the temporary outdoor setting.



- 5.3. Nail salons should use disposable supplies whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
 - 5.4. All single use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, must be used once and immediately thrown away.
 - 5.5. Clean nail polish displays at least daily, or more frequently if required by industry standards. At the discretion of the nail salon, customers may bring their own nail polish from home.
 - 5.6. Allow only one manicurist to work at each station and do not allow clients to get multiple services at the same time, such as a manicure and pedicure, because of the inability to provide for adequate physical distancing between Personnel performing those services.
- 6. Section 6 – Additional Requirements Specific to Massage Services (Non-Healthcare Setting)**
- 6.1. Require customers to wash their hands for at least 20 seconds or use hand sanitizer at the beginning of any treatment.
 - 6.2. Consider alterations to the treatment table setup to support the required cleaning protocols. These alterations could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like plastic covers that can be easily cleaned or pillowcases that can be removed and replaced between each client. Barriers are not a substitution for the required cleaning protocols.
 - 6.3. Clean linens must be stored outside of the treatment area.
 - 6.4. Consider providing any hand treatments as the last part of the service to minimize the spread of virus particles that may remain on the hands. Alternately, Covered Personal Service Providers should wash their hands for at least 20 seconds or use hand sanitizer before and after performing hand treatments.
 - 6.5. Evaluate whether facial massages or other hands-on work to the face will be offered.
 - 6.6. Covered Personal Service Providers must wash their hands for at least 20 seconds with soap and water or use hand sanitizer immediately upon finishing massage services.

Health Officer Directive No. 2020-23f (Exhibit B) Health and Safety Plan (issued 5/20/2021)

Each Covered Personal Service Provider 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:

Email / telephone:

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

- Covered Personal Service Provider is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-23, available at: www.sfdph.org/directives.
- Completed any necessary adjustments to the layout of the business to allow for proper social distancing.
- Obtained any necessary permits needed for outdoor shelters.
- Completed evaluation of electrical safety and implemented all required precautions.
- Plumbing is functioning and, if the facility was dormant, then the pipes are flushed.
- Developed a plan to ensure Personnel comply with social distancing requirements and to limit the number of people at the outdoor business at a given time, consistent with the requirements in the Stay-Safer-at-Home Order.
- Personnel and members of the public who seek services are required to wear Face Coverings as provided in the Face Covering Order and this Directive.
- Develop and implement a process for screening Personnel for COVID-19 symptoms by having Personnel evaluate their symptoms prior to arriving on-site. Otherwise comply with the screening requirements and consider screening-related recommendations from Section 4.d of Health Officer Order No. C19-07, including as that Order is updated in the future..
- Implemented all cleaning requirements as described in this Directive.
- Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
- High touch surfaces in common areas are cleaned at least once daily, or more frequently if required by industry standards.
- Evaluated and implemented available options for allowing customers to complete paperwork electronically before arrival and to check-in for their appointments online.
- Reviewed and implemented all industry-specific guidance in the Directive.

Additional Measures

Explain: