



*San Francisco is experiencing a rapid and significant surge of COVID-19 cases. Accordingly, beginning at 11:59 p.m. on November 16, 2020, and until there is a further order of the Health Officer: (A) offices for non-essential businesses must temporarily close and cease operating except for Minimum Basic Operations as defined in Section 8.d of Health Officer Order No. C19-07n; and (B) on-site cafeterias and other food service facilities in office buildings must temporarily cease operating for indoor dining (although they may operate for outdoor dining and take-out, including for consumption by office workers outside, offsite or in their individual offices). See Sections 8 & 11 of Appendix C1 to Health Officer Order No. C19-07n. To the extent of any conflict or inconsistency with any other provision of this directive or guidance, this requirement controls.*

**DIRECTIVE OF THE HEALTH OFFICER No. 2020-18b**

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

**(PUBLIC HEALTH DIRECTIVE)**  
DATE OF DIRECTIVE: October 27, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that businesses operating Office Facilities, 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. C19-07I, 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 This Directive goes into effect immediately upon issuance and remains in effect until suspended, superseded, or amended by the Health Officer.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-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

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

- 1. This Directive applies to all owners, operators, managers, and supervisors of any business operating in an indoor office facility and that are otherwise authorized to operate under the terms of the Stay-Safer-At-Home Order, including Essential Businesses, Outdoor Businesses, and Additional Businesses that operate, at least in part, within any office space (“Office Facilities”). For clarity, this Directive applies to Office Facilities operated by the County.**



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- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Office Facilities (the “Best Practices”). Each Office Facility must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Each Office Facility, before it begins to permit Personnel or members of the public 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. Guidance from the Department of Public Health related to Office Facilities is attached to this Directive as Exhibit C and at [www.sfdph.org/directives](http://www.sfdph.org/directives).**
- 5. If an aspect, service, or operation of the Office Facility is also covered by another Health Officer directive (all of which are available at [www.sfdph.org/directives](http://www.sfdph.org/directives)), then the Office Facility must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.**
- 6. Each Office Facility 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 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 Office Facility within the City. Also, each Office Facility 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 Office Facility subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12c issued on July 22, 2020, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel and to the public, all as required by the Best Practices. If any such Office Facility 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 Office Facility, any such Office Facility is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.**
- 8. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with the Office Facility: 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 Office Facility. “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 Office Facility must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website ([www.sfdph.org/directives](http://www.sfdph.org/directives)) regularly.**



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- 10. Implementation of this Directive augments—but does not limit—the obligations of each Office Facility 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 Office Facility 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.**

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: October 27, 2020