



*San Francisco is experiencing a rapid and significant surge of COVID-19 cases. Accordingly, beginning at 11:59 p.m. on November 13, 2020, and until there is a further order of the Health Officer, indoor restaurants and cafes within museums, aquariums, and zoos must temporarily cease operating for indoor dining (although they may operate for outdoor dining and take-out). See Sections 11 & 17 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. 2020-32b**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR INDOOR MUSEUMS, ZOOS, AND AQUARIUMS**

**(PUBLIC HEALTH DIRECTIVE)**

DATE OF DIRECTIVE: November 3, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that indoor museums, zoos, and aquariums, 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 Sections 4.e and 11 of Health Officer Order No. C19-07m issued on November 3, 2020 (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 This Directive goes into effect immediately, and remains in effect until suspended, superseded, or amended by the Health Officer.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.

**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 museum, zoo, or aquarium that opens indoor galleries, exhibits, other indoor space (“Indoor Museum”).**
- 2. Before it opens any indoor space to the public, or allows Personnel onsite, each Indoor Museum must create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”) that covers each issue identified in Section 17(b) of Appendix C-1 of the Stay-Safer-At-Home Order. The Health and Safety Plan must conform to the requirements posted by the Department of Public Health (“DPH”) in the Indoor Museum Plan template, located at <https://www.sfdph.org/dph/alerts/covid-guidance/Museums-Zoos-Aquariums-HSP.pdf>.**



**Health Officer Directive No. 2020-32b**

3. Each Indoor Museum must (a) submit the Health and Safety Plan to DPH at [healthplan@sfcityattty.org](mailto:healthplan@sfcityattty.org), (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 make the Health and Safety Plan available to Personnel upon request, (c) make the plan available to the public on its website on a permanent URL (the URL must be included when the plan is submitted to DPH), and (d) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Indoor Museum must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
4. Attached as **Exhibit A** to this Directive is a list of best practices that apply to Indoor Museums (the “Best Practices”). Each Indoor Museum must comply with all of the relevant requirements listed in the Best Practices.
5. If an aspect, service, or operation of an Indoor Museum 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 Indoor Museum must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.
6. Each Indoor Museum 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, all as required by the Best Practices. If any such Indoor Museum 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 Indoor Museum, any such Indoor Museum is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.
7. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with an Indoor Museum: 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 allowed to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Indoor Museum. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
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 Indoor Museum 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.
9. Implementation of this Directive augments—but does not limit—the obligations of each Indoor Museum 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



**Health Officer Directive No. 2020-32b**

**Indoor Museum 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.**

- 10. This Directive does not supersede or otherwise modify the requirements for Outdoor Museums, which are governed by Section (b)(1) of Appendix C-1 of the Stay-Safer-At-Home Order.**
- 11. This Directive does not apply to indoor retail art galleries, which may operate pursuant to the In-Store Retail Directive, Health Officer Directive 2020-17, as that directive may be amended from time to time. The In-Store Retail Directive is available at <https://www.sfdph.org/dph/alerts/files/Directive-2020-17-Instore-Retail.pdf>.**

**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: November 3, 2020