

# Protocols for Limited Services: Appendix W

## Effective Date: 12:01am on Saturday, March 20, 2021

COVID-19 case rates, hospitalizations, and deaths continue to fall, but still remain high. COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

Due to Los Angeles County entering the “Red Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Businesses should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

This protocol outlines public health modifications required of businesses that provide limited services, defined broadly as services that generally do not require close customer contact. Limited services include those essential and other businesses that can provide services to the public while maintaining appropriate physical distancing from customers or the public. Examples of limited services businesses include laundromats, dry cleaners, bank and credit union branches, tax services, check cashing services, non-school learning services, auto repair shops, automobile sales, car washes, landscapers, door-to-door services and sales, pet grooming, 1:1 personal training, and dog walking. Additionally, this protocol applies to those businesses for which service provision may necessitate entry to private residences or community facilities, but physical distancing can be maintained. Those businesses include residential or janitorial cleaning services, HVAC services, appliance repair persons, electricians, plumbers, other mechanical tradespersons, handypersons, and general contractors.

Any Limited Services providers subject to this protocol must also follow any directives of the State Public Health Officer.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy,  
per Building or Fire  
Code:

Date Posted:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH  
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- All employees have been told not to come to work if sick. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs](#) supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 exposures occurring between March 19 and July 5 pursuant to the Governor's [Executive Order N-62-20](#).
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- Entry screening is conducted, in compliance with the [LACDPH Entry Screening guidance](#), before employees, contractors, or vendors may enter the workplace or start work in the field each day. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check-in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms may not enter the premises.
  - If the person has no symptoms, is not currently under isolation and quarantine orders, and no contact to a known COVID-19 case in the last 14 days, they can be cleared to participate for that day.
  - If the person has had contact to a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter or start work in the field and must be sent home immediately

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**ORDER OF THE HEALTH OFFICER**



to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).

- If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or start work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation)
- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer must report this cluster to the Los Angeles County Department of Public Health (LAC DPH) at (888) 397-3993 or (213) 240-7821 or online at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ Employees who have contact with others are offered, at no cost, an appropriate face mask that covers the nose and mouth. For more information, see LAC DPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. All employees must wear a face mask at all times except when working alone in private offices with closed doors or when eating or drinking.
- ☐ To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face coverings.
- ☐ Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks;
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- ☐ Employees are instructed to wash or replace their face masks daily.
- ☐ Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for employees who are screening others for symptoms or handling commonly touched items.
- ☐ All workstations are separated by at least six feet.
- ☐ Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected hourly, on the following schedule:
  - Distribution area \_\_\_\_\_
  - Break rooms \_\_\_\_\_

- Restrooms \_\_\_\_\_
- Other \_\_\_\_\_
- In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Disinfectant and related supplies are available to employees at the following location(s):  
\_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):  
\_\_\_\_\_
- Employees are allowed frequent breaks to wash their hands.
- A copy of this protocol has been distributed to each employee.
- To the extent possible, each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:  
\_\_\_\_\_

**B. MEASURES TO ENSURE PHYSICAL DISTANCING**

- The number of employees and customers in the limited services business facility, which invites the public in for sales, services or other business transactions, is low enough to ensure physical distancing but in no case more than 50% of the maximum indoor occupancy of the business capacity, based on applicable building or fire code occupancy.  
Maximum number of customers in the facility limited to: \_\_\_\_\_
- The business monitors all entrances in order to track occupancy. Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a mask may be posted near the door but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- Customers may not consume food or beverages while inside or patronizing the business.
  - If customers are seated while inside or patronizing the business, tables are placed at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing. Customers are required to wear face masks at all times.
- Measures are implemented to ensure physical distancing of at least six feet between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and/or employees should stand.)

- Measures have been taken at check-out stations to minimize exposure between cashiers and customers, such as Plexiglass barriers. Signs are posted near entrances, check-out lanes and registers to remind customers of physical distancing.
- Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the business. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Employee restrooms are not available for customer use.
- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.
- Non-employee truck drivers, delivery agents, or vendors who enter the business are required to wear face masks.

### C. MEASURES FOR INFECTION CONTROL

- If applicable, the HVAC system for the business is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces. See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information. Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face coverings (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:  

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- Common areas and frequently touched objects in the customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned hourly.
- Visitors/customers arriving at the establishment are reminded to wear a face mask at all times while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed not to wear a face mask by their medical provider must wear a face shield with a drape with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without them.
- Symptom checks are conducted before visitors/customers may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.

- Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.
  - Positive Screen (Not Cleared):
    - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](https://ph.lacounty.gov/covidquarantine).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](https://ph.lacounty.gov/covidisolation).
  - Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
  - Customers are reminded that they are not permitted to eat or drink while at the limited services establishment.
  - Where possible, hands-free devices, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers and timecard systems have been installed.
  - Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
  - All payment portals, pens, and styluses are disinfected on an hourly basis.
- Optional - Describe other measures (e.g., providing senior-only hours, incentivizing non-peak sales):
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### **SPECIAL CONSIDERATIONS FOR BUSINESSES THAT REQUIRE ENTRY INTO RESIDENTIAL BUILDINGS**

- Limit exposure for workers who must enter private residences or building by implementing virtual customer service support or service provision, whenever possible. This could include self-install/repair strategies through phone consultations or support through video calls and instructional videos, if possible.
- Employees that enter into private residences to complete their work must be provided personal hand sanitizer in addition to an appropriate face mask and face shield. The face shield is worn in addition to the face mask. Face masks protect others from the wearer's droplets; face shields help protect the wearer from others' droplets.
- Customers who are receiving services in their home must be contacted in advance of their appointment to confirm their appointment and determine whether:
  - The customer or any member of their household is exhibiting one symptom(s) of COVID-19 first appear within the last 10 days: fever (at or over 100.4°F or 38°C) or chills, cough, shortness of breath or difficulty breathing, feeling tired, muscle or body aches, headache, sore throat, nausea or vomiting, diarrhea, congestion or runny nose, or new loss of taste or smell.
  - The customer or any member of their household 1) is currently under isolation orders for COVID-19 or 2) has a confirmed or suspected diagnosis of COVID-19 or pending COVID test.
  - The customer or any member of their household 1) is currently under quarantine orders or 2) has spent time with another individual who has been diagnosed with COVID-19 or has a suspected diagnosis of COVID-19 within the last 14 days.
  - If the customer answers in the affirmative to any of these questions, the appointment must be rescheduled at least 10 to 14 days in the future.

- During the advance call, remind customers that they (and any members of their household) must wear a face mask during the appointment and emphasize the importance of maintaining a safe distance of at least 6 feet from the worker at all times. Where feasible, encourage customers to increase ventilation within the residence by opening windows and doors.
- Employers must develop a process for workers to assess a residence or building on-arrival and empower workers to call a “safety stop” when they are reluctant to enter a residence or building due to unsafe or unhealthy work conditions related to COVID-19 hazards. During such situations, workers should call a supervisor, if feasible, and discuss what work is essential to complete immediately and proper precautions to take. Based on an evaluation of the circumstances, supervisors should inform workers if they should not enter the residence, avoiding workers feeling pressured to make the decision. Workers should also be able to make that determination themselves without fear of reprisal or retaliation.
- When working in a private residence, workers should minimize contact with customers and with customers’ personal belongings. Similarly, in commercial or public buildings, workers should limit their interaction in the facility and avoid touching surfaces, where possible.
- Conduct virtual safety briefings weekly, or as needed, with workers prior to them going on service calls and develop internal communications that can be regularly updated on the use of personal protective equipment and other public health requirements.
- After completion of work at the residence or building, workers must remove all PPE and face masks and wash their hands. Face masks must be washed or replaced daily. Face shields, if used, should be cleaned/disinfected as per the manufacturer’s instructions.

#### **SPECIAL CONSIDERATIONS FOR BUSINESSES THAT OPERATE OUT OF VEHICLES**

- All work trucks and vehicles must have hand sanitizer available and all workers should sanitize their hands when arriving on-site.
- Provide workers with an adequate supply of materials required to clean and disinfect frequently touched surfaces of the delivery vehicle. Provide lined trash receptacles to be replaced in delivery vehicles to properly dispose of disinfectant wipes and other items.
- Clean and disinfect the cabs of work trucks and vehicles, including dashboard controls, steering wheel, handles, etc., as well as other touch points on the vehicle such as handles and latches. Disinfect any equipment, including pens, clipboards, electronic signature pads or credit card terminals after every transaction.
- If feasible, workers should not ride in vehicles together. If workers must ride together in vehicles, all vehicle occupants must wear a face mask at all times and windows should remain open during travel to the maximum extent practicable to ensure adequate ventilation.

#### **SPECIAL CONSIDERATIONS FOR CLEANING AND JANITORIAL SERVICES**

- Janitorial or custodial workers must be informed if they are going to be working in a location where an infected person has been so they can take the necessary precautions to protect themselves and can provide cleaning and disinfecting services.
- Any area occupied by an infected person must be ventilated according to Table 1 in the [Guidelines for Preventing the Transmission of Mycobacterium Tuberculosis](#) at 99.9% removal efficiency before workers can enter.
- If janitorial or custodial workers are asked to disinfect an area with known COVID-19 confirmed cases, they must not start operations until the employer has provided the proper personal protective equipment and hazard training, or a refresher training.
- Employers must ensure that all workers have been trained to use and have an adequate supply of all-purpose cleaners and disinfectants. Follow the complete [CDC guidelines for cleaning and disinfection](#).

- Workers have enough ventilation in areas where they are disinfecting. If cleaning in a bathroom or other small space, make sure that the door is propped open. Follow the [safer cleaning methods](#) recommended by the California Department of Health Services.
- Workers should be supplied with bandages or other items to cover any cuts, scratches, or open wounds on skin and must have a sufficient supply to change bandages often.
- Customers must be reminded to maintain at least six feet of distance from janitorial or custodial staff and that customers are wearing face masks. Implement a process to regularly check-in with workers to ensure customers are following this protocol.

**D. MEASURES THAT COMMUNICATE TO THE PUBLIC**

- A copy of this protocol, or if applicable, the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.
- Businesses that allow the public to enter their establishment must post signage throughout the establishment that reminds customers that there is no eating or drinking inside, that face masks must be worn at all times and that customers must maintain a 6-foot physical distance from those who are not members of their household. See the County DPH COVID-19 Guidance webpage for additional resources and examples of signage that can be used by businesses.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

**E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

- Dedicated shopping hours for vulnerable populations, including seniors and those medically vulnerable have been instituted, if appropriate, preferably at a time following a complete cleaning.
- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

**Any additional measures not included above should be listed on separate pages, which the business should attach to this document.**

**You may contact the following person with any questions or comments about this protocol:**

**Business Contact Name:** \_\_\_\_\_  
**Phone number:** \_\_\_\_\_  
**Date Last Revised:** \_\_\_\_\_