

## Reopening Protocol for Museums, Galleries, Botanical Gardens, Zoos, and Aquariums: Appendix M Effective as of: **Friday, May 21, 2021**

**Recent Updates:** (Changes are highlighted in yellow)

**5/21/21:** Restores previously deleted language permitting entities subject to this protocol to conduct limited film production on site for the purposes of sharing cultural content that is not otherwise available to the public. Updates screening guidance to include a check for new onset of loss of taste or smell.

**5/5/21:** Museums, galleries, zoos, and aquariums may reopen for indoor operations at 75% maximum indoor occupancy. Indoor playgrounds may reopen with modifications.

COVID-19 case rates, hospitalizations, and deaths have decreased some and appear to be stable, but 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 “Yellow Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Museums galleries, botanical gardens, zoos, and aquariums should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

The requirements below are specific to Museums, Galleries, Botanical Gardens, Zoos and Aquariums. These establishments may reopen their indoor spaces to the public at 75% maximum indoor occupancy. All outdoor areas of these establishments may continue to operate provided that they meet the requirements provided in this protocol. In addition to the conditions imposed on these specific venues by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Reopening Protocol for Museums, Galleries, Botanical Gardens, Zoos and Aquariums.

This protocol is not intended for amusement, theme, or water parks.

Museums galleries, botanical gardens, zoos, and aquariums must comply with the following protocols, as applicable:

- Museums galleries, botanical gardens, zoos, and aquariums with retail areas must comply with County Public Health [retail establishment protocols](#).
- Restaurants, cafes, and concessions stands within museums, galleries, botanical gardens, zoos and aquariums must comply with County Public Health [restaurant protocols](#). Food and beverages may only be consumed in designated dining areas.
- Museums, galleries, botanical gardens, zoos, and aquariums that operate movie theaters must comply with County Public Health [movie theater protocols](#).
- Office spaces within museums, galleries, botanical gardens, zoos, and aquariums must comply with County Public Health [office-based worksite protocols](#).
- Museums, galleries, botanical gardens, zoos and aquariums that are planning outdoor live performances must follow the County Public Health Protocol for Outdoor Seated Live [Events and Performances](#).
- Any Indoor Seated Live Events and Performances hosted by museums, botanical gardens, zoos and aquariums must follow the County Public Health [Protocol for Indoor Seated Live Events and](#)

Performances.

- ❑ Museums with rentable meeting rooms, event space, or other areas for private events must follow the County Public Health Protocol for Private Events.

In the protocols that follow, the term “household” is defined as “persons living together as a single living unit” and shall not include institutional group living situations such as dormitories, fraternities, sororities, monasteries, convents, or residential care facilities, nor does it include such commercial living arrangements such as boarding houses, hotels, or motels.<sup>1</sup> The terms “staff” and “employee” are meant to include employees, volunteers, interns and trainees, scholars and all other individuals who carry out work at the site. The term “visitors” or “customers” should be understood to include members of the public and others who are not staff or employees who spend time at the business or site. The terms “establishment”, “site”, and “facility” both refer to the building, grounds, and any adjacent buildings or grounds at which permitted activities are conducted.

**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 and related guidance.

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 protocol 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:**

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**Facility Address:**

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**Maximum Occupancy,  
per Fire Code:**

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**Approximate total square footage  
of space open to the public:**

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<sup>1</sup> Los Angeles County Code, Title 22. §22.14.060 - F. Family definition. (Ord. 2019-0004 § 1, 2019.)  
[https://library.municode.com/ca/los\\_angeles\\_county/codes/code\\_of\\_ordinances?nodemd=TIT22PLZO\\_DIV2DE\\_CH22.14DE\\_22.14.060F](https://library.municode.com/ca/los_angeles_county/codes/code_of_ordinances?nodemd=TIT22PLZO_DIV2DE_CH22.14DE_22.14.060F)

**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.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home. Consider offering workers, docents, interns, and volunteer staff who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees (including paid staff, docents, interns, and volunteers; referred to collectively as “employees”) have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. 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.
  - 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 COVID19, including employee’s sick leave rights under the [2021 COVID-19 Supplemental Paid Sick Leave Law](#).
- 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 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 screenings are conducted before employees may enter the workspace, in compliance with the [DPH Entry Screening guidance](#). Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills, **new onset of loss of taste or smell**, and whether the individual is currently under isolation or quarantine orders. These checks can be done upon the employees’ arrival or through alternative methods such as on-line check in systems or through signage posted at the entry of the facility stating that employees with these symptoms must not enter the premises. A temperature check should also be done at the worksite if feasible.
  - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 10 days, they can be cleared to enter for work for that day.
  - Positive Screen (Not Cleared):
    - If the person was not fully vaccinated<sup>2</sup> against COVID-19 and had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine

<sup>2</sup> People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

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 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 should report this cluster to the Los Angeles County Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at <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 mask 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 face masks over the nose and mouth at all times except when working alone in private offices with closed doors or when eating or drinking. The exception made previously for employees working in cubicles with solid partitions exceeding the height of the employee while standing is overridden until further notice.
- ❑ Employees are instructed to wash or replace their face masks daily.
- ❑ 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.
- ❑ Occupancy is reduced and space between employees is maximized in any room or area used by employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy sign that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and
  - 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.
  - Where possible, outdoor break areas have been created and are equipped with shade covers and seating that enables employees to maintain a 6-foot physical distance from others at all

times.

- Employees are also offered gloves for tasks that require them to handle frequently touched surfaces or for use during symptom screening.
- Consider the use of plexiglass dividers in areas where employees must interact with customers such as payment booths or information centers.
- Employee workstations at areas such as ticket or information booths are separated by at least 6 feet and common areas are configured to ensure physical distancing of at least 6 feet.
- Employees have been instructed to maintain at least a six (6) feet distance from visitors and from each other in all areas of the museum or gallery. Employees may momentarily come closer when necessary to accept payment, or as otherwise necessary.
- Break rooms, restrooms and other common areas are disinfected at the frequency described below, but no less than once per day during operating hours, on the following schedule:
  - Break rooms \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Other \_\_\_\_\_
- 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.
- Each worker is assigned their own tools, equipment, and defined workspace. Employees have been instructed to avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. They have also been instructed to never share PPE.
- Where items must be shared, they are disinfected with a cleaner appropriate for the surface at least once per day, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, terminals, ATM PIN pads, staplers, staple removers, letter openers, surfaces in reception areas, shared workstations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors), walkie talkies, etc.
- Time is provided for workers to implement cleaning practices during their shift. Cleaning assignments are assigned during working hours as part of the employees' job duties. Modify hours, if necessary, to ensure regular, thorough cleaning of workspaces, as appropriate. Options for third-party cleaning companies to assist with the increased cleaning demand are procured, as needed.
- 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**

- Indoor operations. The number of customers in the indoor portions of museums, galleries, botanical

gardens, zoos, aquariums, and other similar exhibition spaces is low enough to ensure physical distancing but in no case more than 75% of the maximum indoor occupancy of each exhibit space and the building.

- Maximum number of visitors in the facility limited to: \_\_\_\_\_
- Outdoor operations. Occupancy in outdoor spaces is limited to such a level that enables all employees and patrons to maintain at least a 6-foot physical distance from others at all times.
- Outdoor structures and space. Outdoor operations may be conducted under a canopy, or other sun shelter, provided that the sides of the canopy or sun shelter are not closed and there is sufficient outdoor air movement within the space. Any outdoor space or temporary structure used for outdoor operations must comply with the State's criteria for an outdoor setting, as specified in the California Department of Health's mandatory guidance on Use of [Temporary Structures for Outdoor Business Operations](#).
- Outdoor structures that do not meet the State's criteria for an outdoor setting are classified as indoor settings, and any customers within them will be counted and included as part of the establishment's 75% total indoor occupancy limit.
- A staff person (or staff people if there is more than one entrance) wearing a face mask is posted near the entrance to the exhibit space but at least 6 feet from the nearest visitors to track indoor occupancy and direct visitors to line up six feet apart if the space has reached its occupancy limit.
- The establishment must strictly and continuously meter the entry and exit of customers at all entrances in order to track occupancy to ensure compliance with capacity limits. Establishments that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite public health inspector.
- Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- Entrance to the establishment has been limited to ensure physical distancing of at least 6 feet by visitors and by instituting options such as timed entrance tickets to ensure social distancing. Groups are limited to household members only.
- Tours that combine individuals from different families have been discontinued and tour guides maintain a six-foot distance from the tour group.
- Social distancing is practiced at all exhibit spaces with markers placed around displays to indicate where visitors must stand in order to view the display. If possible, separate routes for entry and exit through exhibits, galleries, viewing areas and employee workspaces are created to help maintain physical distancing and lessen the instances of people closely passing each other. One-way directional walkways, passageways, etc. for foot traffic have been established to minimize crossflow of people in the establishment.
- The number of visitors to smaller exhibit spaces within the Museum is restricted at any one time, in order to continue to maintain a 6-foot distance between individuals or household members. All entrances to these indoor areas must be tracked to monitor the number of visitors entering the space.
- Employees and visitors are discouraged from congregating in high traffic areas such as bathrooms and hallways.
- Rearrange seating areas and/or remove seats to allow for a minimum of six feet of physical distance between customers/visitors. Post signage at shared, immovable seating (benches, etc.) to remind

customers/visitors to physically distance from others outside their party.

- Any (performances, live demonstrations, animal shows, etc.) must comply with LA County DPH Protocols for Outdoor Seated Live Events and Performances or Indoor Seated Live Events or Performances based upon the location of the event or performance.
- Establishments limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities. Employees avoid sharing vehicles when traveling on the property. When employees or customers/visitors must travel together the use of face masks is required.
- Members of the same household or living unit do not have to remain 6 feet apart from each other.
- Public seating areas are reconfigured to support physical distancing between customers or visitors.

### C. MEASURES FOR INFECTION CONTROL

- The HVAC system 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.
- Symptom checks are conducted before visitors 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 10 days, they can be cleared to enter and participate for that day.
  - Positive Screen (Not Cleared):
    - If the person has had contact with a known COVID-19 case in the last 10 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](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 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).
- Visitors 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 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.

- Visitors arriving at the establishment 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.
  - If feasible, timed and/or advanced reservation ticketing systems and pre-assigned seating or activity areas have been implemented to stagger customer visits, limit occupancy, and help maintain physical distancing. Visitors have been asked to remain in their vehicle until their reservation time and to arrive and leave in a single group to minimize contact with other visitors and staff.
  - To the extent possible, visitors to the Museum are registered in a visitor log that includes a visitor's name, phone number and email address which can also be done at the time of ticket purchase or registration.
  - Visitors to the establishment are reminded that eating or drinking is only permitted in designated dining areas.
  - Consider removing, closing, sectioning off, or otherwise regulating interactive exhibits such as those with touchscreens, grab handles, buttons, telephone or other listening devices, handheld props, flip doors, etc. Consider providing disposable stylus pens, disposable covers, stationing a staff member to monitor these exhibits and disinfect surfaces after use. Make hand sanitizer and/or handwashing facilities available at these stations and ask visitors to use them before and after interacting with exhibits. Strongly consider closing these exhibits whenever possible, especially when children are likely to interact with or share use of these exhibits without proper disinfection and hand sanitation.
  - The entire facility is cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more often as determined is necessary based on high traffic areas or for surfaces that are exposed to unmasked individuals. Outdoor surfaces made of plastic or metal are also cleaned. Do not spray disinfectant on wooden surfaces, or sidewalks.
  - Public restrooms are checked regularly and cleaned and disinfected at least once per day or more often if determined necessary due to high usage using EPA approved disinfectants and following the manufacturer's instructions for use:
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- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:
- 
- Common areas and frequently touched objects (e.g., tables, doorknobs or handles, credit card readers, light switches, grab bars, railings, placards, interactive exhibits, etc.) are disinfected at least once daily during business hours using EPA approved disinfectants and following manufacturer's instructions for use. Operators identify and disinfect surfaces that children are more likely to touch, such as sections of windows, exhibits, or fence posts closer to the ground.
  - Appropriate cleaning of any outdoor and indoor areas that employees or the public use or occupy in order to maintain operations of all exhibits is performed daily. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.).
  - To the extent it is consistent with the facility's obligations to individuals with disabilities, the use of audio headsets and other equipment lent to customers/visitors is discontinued unless they can be properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.

- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
- Sanitary facilities for employees and guests stay operational and stocked at all times and additional soap, paper towels, and hand sanitizer are provided when needed.
- Hands-on interactive exhibits and petting areas within zoos and aquariums are permitted as long as staff are available to monitor these attractions to prevent congregating and ensure that household groups are able to keep a 6-foot physical distance from other household groups.
- All indoor playgrounds, climbing structures, enclosed bounce houses, etc. may be open for use. Museum staff must closely monitor indoor playground areas to prevent crowding and to ensure that household groups are maintaining a 6-foot physical distance from other household groups. Guests should be encouraged to use hand sanitizer before and after visiting the indoor playground area. All guests must wear a face mask at all times. Signage posted in the indoor playground area reminds guests of the occupancy limit for the indoor playground area and that eating and drinking in the indoor playground area is prohibited.
- Outdoor playgrounds may be open for use in compliance with LACDPH Protocols for Outdoor Playgrounds, which requires physical distancing and use of face masks.
- To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features are safe to use after a prolonged facility shutdown.

### **Film Production**

- Film production may be allowed on-site for the purposes of sharing cultural content that is not otherwise accessible to the public.
- Film productions must be limited to 10 or fewer people, including cast and crew members. Any film production that requires staffing of more than 10 people or involves more than one person on camera without face masks, or singing, or playing of wind or brass instruments must comply with Reopening Protocol for Music, Television and Film Production: Appendix J and can only occur outside.
- Cast and crew members must be screened before they may participate in the film production. Screening must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills and a new onset of loss of taste or smell, and if the employee is currently under isolation or quarantine orders. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- All film productions should take place outdoors as much as possible; film productions that involve more than 10 crew and staff must occur outdoors.
- All cast and crew must wear face masks and maintain a physical distance of at least 6 feet as much as feasible. Appearances on camera without face masks must be limited to one person and productions should not include singing or playing of wind or brass instruments. If more than one person is to be on camera at a time, all must be wearing face masks.
- No audiences are permitted at any time.
- Optional - Describe other measures (e.g., providing senior-only hours):

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

- A copy of this protocol or, if received, 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 notifies customers of occupancy limits.
- Signs are displayed at entrances, waiting areas, and throughout museum spaces to remind visitors of the rules that are conditions of entry. The rules could include instructions on the use of hand sanitizer as well as the need to wear face masks during the visit, maintain physical distance from employees and other guests/groups, to avoid unnecessary touching of surfaces, and that eating and/or drinking on the premises is prohibited. Whenever possible, the rules are available digitally and include pictograms. See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by businesses.
- Signs are posted that instruct visitors that they should stay home if sick with respiratory symptoms.
- Online outlets of the establishment (website, social media, etc.) provide clear information about establishment hours, required use of face masks, limited occupancy, policies in regard to ticketing, admission, preordering, prepayment, pickup and/or delivery and other relevant issues.

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

- Services that are critical to the customers/clients have been prioritized.
- Where possible, accommodations have been made for vulnerable populations to be able to access services (e.g., senior-only hours).
- 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:** \_\_\_\_\_