

Protocols for Shopping Center Operators: Appendix E

Recent Updates:

6/23/2020: Updated to lower the threshold for reporting positive employee cases to DPH from 5 to 3. Now includes link to DPH guidance on responding to COVID in the workplace. Deleted language that stated that restaurants, salons and personal care services within shopping centers could not open as those sectors are now open.

6/29/20: Additional information provided regarding reporting a cluster of cases to Public Health

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain retail businesses to safely reopen. The requirements below are specific to shopping malls, destination shopping centers, strip and outlet malls, and swap meets (collectively referred to as “shopping center operators”). Shopping center operators should ensure that lessees, including retail tenants and vendors, are aware of the protocols that apply to their operations. Those entities are responsible for implementing the protocols, but shopping center operators are encouraged to require adherence to the protocols by their lessees. In addition to the conditions imposed on these specific retail businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Indoor Shopping Center Operators.

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 Fire Code:

Approximate total square footage
of space open to the public:

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 and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All 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.
- 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](#).
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- 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 Department of Public Health at (888) 397-3993 or (213) 240-7821. 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.
- All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. 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 need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- Employees are instructed to wash their face coverings daily.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - 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.
- To ensure that masks are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others.
- 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. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- 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 customers in an indoor shopping center and individual stores is low enough to ensure physical distancing but in no case more than 50% of the maximum occupancy of overall indoor shopping center capacity. Where feasible, parking is limited to further enforce maximum occupancy limits.
Maximum number of customers in facility limited to:

- Maximum occupancy rules for outdoor shopping centers should be evaluated to ensure physical distancing requirements can be maintained. Open-air shopping centers, such as swap meets, ensure that vendors space tables, tents, and other displays in accordance with appropriate physical distancing requirements or ensure other impermeable barriers are in place.
- On-property security staff actively remind and encourage customers and the public to comply with the physical distancing standards.
- The shopping center operator monitors all entrances in order to track occupancy. Some public entrances to the store may be designated “exit only” to enable easier tracking of total building occupancy.
- A staff person (or staff people if there is more than one entrance) wearing a cloth face covering is 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.
- Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among workers and customers in all shopping center locations. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and customers should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Tape or other markings assist customers in keeping a 6 feet distance between them and others in line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for

subsequent customers who are joining the line.

- Shopping center operators, retail tenants and vendors should collaborate to develop store entry queuing systems that do not disrupt foot traffic or violate physical distancing requirements. Consider and encourage use of alternate entry to retail tenant facilities, including digital reservations for entry and pre-order guidelines.
- Vendor carts or kiosks are only permitted to operate in shopping center aisles or walking areas if they do not interfere with updated foot traffic measures or inhibit physical distancing requirements. Reconfigure vendor carts or kiosks, where necessary, to ensure queueing does not impede physical distancing requirements.
- Elevator capacity is limited to the number of people that can be accommodated while maintaining a 6-foot physical distance between riders; during peak building entry and exit times, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for a 6-foot physical distance between riders. All riders are required to wear cloth face coverings. Monitor elevator use and consider using staff to assist with elevator queueing if the elevator is in high demand.
- Public seating areas (e.g., chairs, benches and other public spaces) are reconfigured to support physical distancing.
- Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. 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.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Common and high traffic areas, and frequently touched objects (e.g., handrails, elevator controls, doorknobs or handles, credit card readers, elevator buttons, escalator handrails, shopping carts or baskets, ATM pin pads, facility maps etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants following the manufacturer's instructions for use.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently. Shopping center hours have been adjusted to provide adequate time for regular deep cleaning and product stocking.
- Public restrooms are sanitized regularly using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:

- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.

- Customers are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- Customers 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.
- Customer entrances and exits, promenades, and other common-space areas are equipped with proper sanitation products, including hand sanitizer, tissues and trash cans.
- Fitting rooms that are open for use by customers are monitored by staff. Any clothing that is tried on but not purchased is set aside for 24 hours before being returned to the racks or shelves.
- Children's play areas or other amenities such as carousels, rides, or arcades remain closed.
- Movie theaters, family entertainment activities, and bars located within the shopping center remain closed.
- Optional - Describe other measures (e.g. providing senior-only hours, encouraging online ordering/pick-up of orders, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at the entry and/or where customers line up notifies customers of occupancy limit and requirement that they wear a face covering to enter the facility.
- Signage throughout the shopping center indicates to customers where to find the nearest hand sanitizer dispenser.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, limited occupancy, any policies in regard to 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.
- 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:**
