

For Retail Businesses with Curbside Pickup

Business name: That Great Shoe Place

**SAMPLE**

Facility Address: 555 Main Street

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

Name: Jane Doe

Phone number: 415/555-1212

---

Each businesses that is subject to Health Officer Directive No. 2020-10 must create, post, and educate Personnel regarding a Health and Safety Plan that addresses each item listed below. The business may use this fillable form to complete the requirement or may create its own document that addresses each of these items. The business should provide details, such as explaining where items are posted, how it educates Personnel, or how it does other things that are required. If an item does not apply, the business may write “N/A” or “none” or “does not apply” and also provide any relevant information to explain why an item is inapplicable if there is any potential for confusion. A form-fillable electronic document for this purpose is available online at [www.sfcdep.org/covid19](http://www.sfcdep.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section).

***1. Section 1 – Signage and Education:***

- 1.1. Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid waiting in line or entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in line or in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.  
**Signs have been posted at all entrances.**
- 1.2. Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.  
**Signs have been posted at all entrances.**
- 1.3. Post a copy of the Health and Safety Plan at each public entrance to the facility or location.  
**Signs have been posted at all entrances.**
- 1.4. Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan.  
**A summary was given in hardcopy and email format to all Personnel on May 18, 2020, and we discuss it at weekly team meetings.**
- 1.5. Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan that apply to them.  
**We go over all requierements of the protocol and Health and Safety Plan weekly to remind people; we have also indicated how staff can ask questions (by phone, text, or email if not in person).**
- 1.6. Update the Health and Safety Plan as appropriate while the Directive is in effect.  
**This will be done as needed.**

**For Retail Businesses with Curbside Pickup**

**2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:**

- 2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick. **We provided a copy of the Attachment to all personnel who are on-site and discuss it at our weekly team meetings.**
- 2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Additional Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel who regularly work at the facility or location in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel. **Done in hardcopy and also via email to their work and email addresses.**
- 2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City who regularly work at the facility or location before each person enters work spaces or begins a shift. If such a review is not feasible because the Retail Business with Curbside Pickup does not directly interact with some Personnel onsite daily, then that Retail Business with Curbside Pickup must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Retail Business with Curbside Pickup that they are okay to begin the shift such as through an app, website, or phone call.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

**We have a protocol where Personnel must text the manager on duty each day they are scheduled before arriving at the store to indicate they have reviewed the questions and are okay to come to work. If someone forgets to text, they are asked on arriving before coming in the questions in order to ensure they do not expose others at the store if they are sick. Staff are also advised that they will not be fired if they have to stay out sick and to stay in close contact with us if that happens.**

- 2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp)) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter to return to work as long as they have met the requirements outlined on the Attachment. **This is done via the weekly review of our COVID plan and policies.**
- 2.5. In the coming weeks the Department of Public Health may issue guidelines requiring Retail Businesses with Curbside Pickup and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. Periodically, check the following website for any testing requirements for employers and businesses: [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19). If requirements are added, ensure that the Health and Safety Plan is updated and that the Retail

**For Retail Businesses with Curbside Pickup**

Business with Curbside Pickup and all Personnel comply with testing requirements.  
**Noted. We will check the website.**

- 2.6. If an aspect of the Retail Business with Curbside Pickup is allowed to operate and is covered by another directive (such as for delivery of goods, which is covered by Directive No. 2020-06), then the Retail Business with Curbside Pickup must comply with all applicable directives, and its Health and Safety Plan must include all applicable components from those directives. Copies of other directives are available online at <https://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp>.  
**No other aspects of our business are under another directive.**
- 2.7. Instruct all Personnel and customers to maintain at least six-foot distance from others, including when in line and when shopping or collecting goods on behalf of customers, except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods. Note that if the Retail Business with Curbside Pickup cannot ensure maintenance of a six-foot distance within the facility between Personnel, such as by moving work stations or spreading Personnel out, it must reduce the number of Personnel permitted in the facility accordingly. The maximum number of Personnel permitted by Appendix C-1 to the Stay-Safe-At-Home Order may be too high for such an entity to safely operate, and the number must be reduced in that instance.  
**Signs accomplish this, as do reminders in our weekly team meetings.**
- 2.8. Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned before the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Retail Business with Curbside Pickup should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.  
**We have offered face coverings to all employees and permit them to bring their own (clean) ones.**
- 2.9. If customers wait in line outside any facility or location operated by the Retail Business with Curbside Pickup, require customers to wear a Face Covering while waiting in line outside the facility or location. This includes taking steps to notify customers they will not be served if they are in line without a Face Covering and refusing to serve a customer without a Face Covering, as further provided in the Face Covering Order. The Retail Business with Curbside Pickup may provide a clean Face Covering to customers while in line. For clarity, the curbside transaction must be aborted if the customer is not wearing a Face Covering. But the Retail Business with Curbside Pickup must permit a customer to obtain service who is excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.  
**Signs posted on windows advise people in line they need a face covering and will not be served without one. We also have a sign at the point of payment at the front door as well as on our website stating this.**
- 2.10. Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location. Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is

**For Retail Businesses with Curbside Pickup**

allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel who work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.

**Done, and this a part of our weekly review with staff.**

- 2.11. Provide hand sanitizer effective against COVID-19 at points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for Personnel who are on-site at the Retail Business with Curbside Pickup's location. But for Personnel who shop, deliver, or drive in relation to their work, the Retail Business with Curbside Pickup must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Retail Business with Curbside Pickup does not provide sanitizer to such shopping, delivery, or driving Personnel, the Retail Business with Curbside Pickup is not allowed for that aspect of its service to operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here:

<https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.

**This is available at the front entry as well at the cash register inside the store.**

- 2.12. Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces under their control, including but not limited to: shopping carts and baskets used by Personnel; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

**We have a plan to disinfect high touch surfaces throughout the day at least three times a day, with more frequent cleaning of the front door area table and payment equipment (which is wiped down after any customer touches the touch screen). We also review this during our weekly COVID meeting with staff.**

- 2.13. Ensure that all shared devices or equipment are cleaned and/or sanitized by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.

**Done (see prior answer).**

- 2.14. Direct all Personnel to avoid touching unsanitized surfaces that may be frequently touched, such as door handles or credit cards, unless protective equipment such as gloves (provided by the Retail Business with Curbside Pickup) are used and discarded after each use or hand sanitizer is used after each interaction.

**Done.**

- 2.15. Frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.

**Done. This is part of the daily cleaning plan.**

**For Retail Businesses with Curbside Pickup**

- 2.16. For any facility or location operated by the Retail Business with Curbside Pickup that has shopping carts or baskets for use by Personnel, assign Personnel to disinfect shopping carts and baskets after each use and take steps to prevent anyone from grabbing used carts and baskets before disinfection.  
**We do not use carts or baskets.**
- 2.17. For any facility or location operated by the Retail Business with Curbside Pickup that has shopping carts or baskets for use by Personnel, provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.  
**Not applicable.**
- 2.18. Establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.  
**We set time before we open and after closing for this daily.**
- 2.19. Suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.  
**Done, including with signs.**
- 2.20. When possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.  
**We have a framed plastic barrier we put up at the front door area to minimize risk while we interact with customers at the front door. There is also a sign advising customers of the distance required.**
- 2.21. Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.  
**We have a contactless payment system but wipe down the touch screen for any customer that needs to use it.**
- 2.22. For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.  
**We are not large enough to need this. Our staff all help out during the day.**
- 2.23. If an employee or other Personnel tests positive for COVID-19, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available online at [sf.gov/business-guidance-if-staff-member-tests-positive-covid-19](https://sf.gov/business-guidance-if-staff-member-tests-positive-covid-19).  
**We have advised staff of this and have reviewed it.**
- 2.24. Post signs to advise customers of the maximum line capacity to ensure that the maximum number of customers in line is not exceeded. Once the maximum number of customers is reached, customers should be advised to return later to prevent buildup of congestion in the line.  
**Signs have been posted in windows and at the front door.**

**For Retail Businesses with Curbside Pickup**

- 2.25. Place tape or other markings on the sidewalk at least six feet apart in customer line areas outside the facility with signs directing customers to use the markings to maintain distance.  
**Done.**
- 2.26. When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.  
**We ensure hands are washed before stocking and that sanitizer is used after retrieving items for customers.**
- 2.27. Ensure that all Personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.  
**Face coverings are required in the store at all times.**
- 2.28. Require Personnel to wash hands frequently, including:
- When entering any kitchen or food preparation area
  - Before starting food preparation or handling
  - After touching their face, hair, or other areas of the body
  - After using the restroom
  - After coughing, sneezing, using a tissue, smoking, eating, or drinking
  - Before putting on gloves
  - After engaging in other activities that may contaminate the hands
- We have a sign up on this point.**
- 2.29. Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.  
**Our one restroom is stocked frequently.**

3. **Section 3 – Requirements For Curbside Pickup:**

- 3.1. Prohibit customers from entering the Business with Curbside Pickup. The transaction must occur outside the building, such as in the doorway or through an exterior window.  
**We do not let customers inside and have a sign at the front door indicating how our system works.**
- 3.2. Instruct all Personnel involved in curbside pickup to wash their hands frequently and to use hand sanitizer (provided by the Retail Business with Curbside Pickup) before and after handing items to a customer.  
**Staff are advised of this and sanitizer is at the front door.**
- 3.3. If possible, provide a specified delivery location and contact method to allow for delivery without direct interaction, except as necessary to accept payment. When possible, provide options to accept payment through contactless technologies, in advance via phone, an app, or the internet, or verbally (such as reading a credit card number and required information).  
**We do not have room for separate tables but we place items on the table when the customer comes to pick something up and minimize contact with the items.**



**For Retail Businesses with Curbside Pickup**

- 3.4. Remind Personnel to wear a Face Covering at all times, including when interacting with customers who are picking up items.  
**Done. Face Coverings are required at all times.**
- 3.5. When necessary for the curbside pickup processes, modify or eliminate (if possible) customer signature-capture procedures so Personnel may maintain a safe, appropriate distance and/or avoid sharing of signing equipment such as pen or stylus and avoid shared handling of devices or equipment. If not feasible, sanitize such equipment or devices before and after each use to protect each customer.  
**Done to the extent possible (see item above).**
- 3.6. If there is a pick-up area of sufficient size and that is safe (*e.g.*, an open parking lot), the curbside transaction should occur without the customer exiting their motor vehicle if they are parked in the parking lot. In such situations, the vehicle should be parked with the motor turned off. The customer should provide the vehicle's make, model, color, and license plate number during the initial, offsite/remote sales transaction so as to clearly identify the vehicle for Personnel. For this kind of pick-up, the customer should contact the Retail Business with Curbside Pickup when they are parked. Personnel may then load the purchased item into the vehicle's trunk compartment when feasible. If the handoff of the ordered items requires an interaction between the customer and Personnel, such as handing off the item into the vehicle's backseat or through a window, the Customer and delivery person must each be wearing a Face Covering during the interaction. The Customer should be advised, such as through a hand-held sign, to put on the Face Covering before the delivery person approaches the vehicle. A similar procedure may be used for other modes of transportation, such as bicycles or motorcycles.  
**We encourage customers to call us when they are nearby, whether parked at a parking space on the block or on a bike. If we are not busy, we will bring something out to them and follow these procedures. Otherwise, we ask them to come to the door for pickup.**
- 3.7. Consider extending the deadline for returns or exchanges of items to help customers postpone repeat trips to the business until a safer time, or encourage customers to send returns or exchanges by a delivery service to reduce unnecessary contact.  
**We have a 60 day return policy and have put on our website that items may be returned via mail or shipping.**
- 3.8. Limit the number of customers waiting in line for curbside pickup at any one time to a number that allows for customers and Personnel to easily maintain at least six foot distance from one another and allows sufficient sidewalk space to allow safe pedestrian right-of-way at all times. One possible way to ensure this is to offer time windows during which customers may schedule time to pick up items to disperse customer traffic throughout the day.  
**We have posted that the line should not exceed five customers. We will monitor the line, and we have a hand sign that can be shown through the window to ask customers to come back in ten minutes if the line is too long. We also allow pick-up slots of 30 minutes each (call or email to ask for one) and keep the number limited for each slot.**
- 3.9. The Retail Business with Curbside Pickup must review the local street, sidewalk, and building context and address in its Health and Safety Plan risks associated with customer, traffic, pedestrian, and bicyclist safety based on its new or expanded curbside pickup. The plan must include reducing customer and Personnel exposure to traffic and bike lanes, minimizing blocking visibility of other travelers (whether vehicle, pedestrian, or bicyclist), minimizing or

**For Retail Businesses with Curbside Pickup**

eliminating potential blockages of passageways, including ADA-compliant public access to sidewalks, and eliminating the overlap of lines outside the facility with lines from other neighboring stores or businesses. For example, the plan must ensure that customers are not encouraged to block traffic or bike lanes, for example, even if briefly, and it must limit the number of customers who may stand in line in order not to overlap with the line of a neighboring retail business.

**We have reviewed the area outside the store. We have told our staff not to bring items to cars double-parked or sitting in the bike lane. One of the hand signs we have on a clipboard can be used to ask the person to drive forward to an empty space or to park and come to the door. We also advise staff to be aware of people on the sidewalk and traffic to avoid interfering.**



**Health and Safety Plan for Health Officer Directive No. 2020-10** (issued 5/17/20)

**For Retail Businesses with Curbside Pickup**

**Additional Information (use this space to provide additional information or attach extra pages as needed)**

Click or tap here to enter text.