

Novel Coronavirus (COVID-19)

Safer at Home Order Frequently Asked Questions for Businesses

The Los Angeles County Department of Public Health (Public Health) is calling on all businesses, to help Los Angeles slow the spread of the disease caused by the novel (new) coronavirus (COVID-19). Public Health must take aggressive steps now to slow the spread of COVID-19. Without a vaccine or treatment, additional social distancing measures are needed to protect both the public and the healthcare system.

To help slow the spread of COVID-19, the County of Los Angeles Health Officer issued a Revised Health Officer Order on March 21, 2020, that replaces the prior Health Officer Orders. This Revised "Safer at Home" Order is aligned with the Governor of California's March 19, 2020 Order: <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.19.20-attested-EO-N-33-20-COVID-19-HEALTH-ORDER.pdf>, which requires Californians to stay at home unless performing essential activities. On March 27, 2020, the County of Los Angeles Health Officer amended the "Safer at Home Order" to include the temporary closure of all public beaches, trails, and their points of access within the County of Los Angeles Public Health Jurisdiction.

Businesses are key partners in our efforts to slow the spread of COVID-19 in Los Angeles County. The "Safer at Home" Order requires that Non-Essential Businesses close to the public. Businesses that are considered to be Essential Businesses may remain open, as long as they follow the social distancing and infection prevention practices that are required by the Order.

The Los Angeles County Safer at Home Orders an FAQ regarding the Orders and additional guidance documents can be found on the Los Angeles County Department of Public Health COVID-19 webpage: <http://publichealth.lacounty.gov/media/Coronavirus/>.

Safer at Home Order: The Basics

1. What is COVID-19?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that is caused by the novel coronavirus. It spreads between people who are in close contact with one another (within about 6 feet) through droplets produced when an infected person coughs or sneezes. It may also spread when a person touches a surface or object that has the virus on it and then touches their mouth, nose, or eyes before washing their hands. People who are infected with COVID-19 may experience symptoms including fever, cough, or difficulty breathing. Everyone is at risk for becoming ill with COVID-19, but those 65 years and older, pregnant, or who have a health problem such as a chronic disease or a weak immune system need to take extra care because they are at greater risk for serious illness.

2. Why did the Los Angeles County Health Officer issue the Safer at Home Health Officer Order?

California law gives the Health Officer the authority to take measures that are necessary to prevent the spread of disease. Without a vaccine or a specific treatment for COVID-19 and with an alarming increase in cases, limiting close contact between people is the best way to slow community transmission of COVID-19 and protect the public.

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3. How long will the Safer at Home Order be in effect?

This Order is in effect through April 19, 2020. Public Health will continue to monitor the rate of COVID-19 disease spread, the severity of the resulting illnesses and deaths, California Department of Public Health (CDPH) and Centers for Disease Control and Prevention (CDC) recommendations, and the need for additional measures. If needed, the Health Officer may extend, expand, or modify the Order to protect the public's health.

4. Are businesses required to follow the Safer at Home Order or is this just a recommendation?

This is a legal Order issued by the County of Los Angeles Health Officer, under the authority of California law, which means businesses are required to comply. Public Health trusts that most businesses will voluntarily follow this Order in order to protect their employees and the wider community. However, failure to comply with the Order can result in civil and criminal penalties.

5. Does the Safer at Home Order apply to everyone in Los Angeles County?

No. This Order applies in the Los Angeles County Public Health Jurisdiction, which includes all parts of the County, except the cities of Long Beach and Pasadena. The cities of Long Beach and Pasadena have their own city public health departments and have issued Health Officer Orders very similar to the Safer at Home Order. Businesses and organizations in these cities should check with their own public health departments for guidance.

6. Does the Safer at Home Order still apply if a City has also issued requirements?

Yes, all persons and businesses under the Los Angeles County Health Jurisdiction (unincorporated areas and cities other than Long Beach and Pasadena) must comply with the Los Angeles County Safer at Home Order. However, the Order does not override any stricter restrictions put into place by a local jurisdiction, such as a City.

What does the Safer at Home Order Require?

7. What does the Safer at Home Order require the public and businesses to do?

The public and the private sector must help to prevent the spread of COVID-19 by practicing social distancing and taking common-sense infection control precautions. The Order, which is in effect until April 19, 2020:

- Prohibits all indoor and outdoor public and private gatherings and events among persons not in the same household or family in Los Angeles County.
- Requires all businesses to stop in-person operations and close to the public, unless the business is defined as an Essential Business. It specifically requires all indoor malls and shopping centers, all swap meets and flea markets, all indoor and outdoor playgrounds, and all Non-Essential Businesses to close.

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- Requires Essential Businesses that are not ordered to close to the public to practice infection control precautions listed in the Order.
- Requires all restaurants to only prepare and offer food that is provided to customers via delivery service, via pick-up for takeout dining, and via drive-thru. Restaurants may not provide indoor or outdoor table service.

As the Order may be updated or extended, businesses should consult Public Health's website, <http://publichealth.lacounty.gov/media/Coronavirus/>, daily until the Order is ended, and follow any updated requirements.

8. What infection control practices are Essential Businesses required to follow?

All Essential Businesses are required to practice the following infection control precautions:

- Practice social distancing by requiring everyone in the establishment to be separated by six (6) feet, whenever possible.
- Provide access to handwashing facilities with soap and water or hand sanitizer that contains at least 60% alcohol.
- Post a sign in a visible place at the entrance instructing the public to not enter if they have symptoms of respiratory illness, including fever or cough.
- Adhere to communicable disease control recommendations provided by Public Health.

9. Can non-essential businesses maintain minimum basic operations while they are closed to the public?

Yes. If employees maintain a distance of 6 feet from each other, Non-Essential Businesses are permitted to perform Minimum Basic Operations, which are basic activities to:

- Maintain inventory, ensure security, or perform related functions.
- Allow for employees to work remotely from their residences.

Which Businesses are Impacted by the Safer at Home Order?

10. What types of businesses may stay open to the public while the Safer at Home Order is in place?

Only Essential Businesses may stay open to the public while the Order is in effect. Essential Businesses are businesses that perform services that are essential to the well-being of residents and are critical to public health and safety as well as economic and national security.

There are many types of businesses and services that are considered essential and the following are some examples.

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<i>Food and Other Essential Needs</i>	
Grocery stores, certified farmers' markets, farm and produce stands, supermarkets, food banks, convenience stores, wholesale clubs that sell groceries and essentials, and other stores that sell groceries	Plumbers, electricians, gardeners/landscapers, pest control services, property managers, and security personnel
Food cultivation, including farming, livestock, and fishing	Laundromats and dry cleaners
Food manufacturing, processing, storage, and distribution facilities that are not open to the public	Animal feed stores, pet stores, animal daycare centers, animal boarding facilities, and pet-sitters
Restaurants or other food facilities, as long as they only prepare and offer food provided via delivery service, pick-up for takeout dining, and drive-thru	Stores that sell products necessary for safety, sanitation, and essential operation of residences, such as hardware stores, building supply stores, home appliance stores, and pool supply stores
Funeral homes, crematoria, and cemeteries	Hotels, motels, shared rental units, and similar facilities
	Residential facilities and shelters for seniors, adults, and children
<i>Healthcare Operations</i>	
Clinics including public health clinics	Alcohol and drug treatment providers
Hospitals	Cannabis dispensaries with a medicinal cannabis license and all other required state and local licenses
Laboratories	Mental or behavioral health providers
Skilled Nursing Facilities	Blood collection sites (including Red Cross)
Home Healthcare Service and Hospice Providers	Healthcare suppliers, including hearing aids
Dental clinics	Ancillary healthcare services
Physical therapy and chiropractic offices	Medical or scientific research companies, and pharmaceutical, and biotechnology companies
Pharmacies	Medical device, diagnostic, and equipment manufacturers, distributors, and servicers
Public Health operations	Veterinary clinics and all healthcare provided to animals

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<i>Essential Infrastructure</i>	
Airport and port operations	Internet and telecommunications systems including essential infrastructure for computing services, business infrastructure, communications, and web-based services
Construction of public works, housing, and commercial, office, and institutional buildings	Manufacturing and distribution companies considered to be critical to the Essential
Public transportation and mass transit	Water, sewer, gas, electrical, oil extraction, and refining
Road and highway construction and repair work	Flood control and watershed protection
Solid waste collection and removal	
<i>Community-Based, Government, and Service Providers that Address Essential Needs</i>	<i>Safety and Security</i>
Childcare centers	Fire prevention and response
Educational Institutions (if facilitating distance learning and/or providing meals)	Law enforcement agencies, including corrections and community supervision
Governmental agencies, organizations, and businesses that address essential needs, including food and shelter (e.g., in-home supportive services, child welfare, adult protective services, domestic violence services, social services, and homeless services agencies)	Private security companies
Animal control offices, animal shelters, and wildlife rehabilitators	Companies that perform essential national security functions
<i>Communications and Information Technology</i>	<i>Financial, Professional, and Legal Services</i>
Internet Service and Cable providers	Banks, credit unions, and financial institutions
Radio, television, newspaper and media services	Insurance companies
Mobile/Cell Phone stores and service providers	Professional services, such as payroll, accounting, and legal, when necessary for compliance with legally mandated activities
<i>Transportation and Logistics</i>	
Airlines, for essential travel only	
Ride-share services, taxis, and other private transportation services, for essential travel only	
Auto, truck, RV, motorcycle, and bicycle repair shops	

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Gas Stations

Businesses that ship, truck or provide logistical support for delivery of groceries, food, goods or services to residents, Essential Businesses, Healthcare Operations, and Essential Infrastructure.

11. What types of businesses are required to close to the public?

The Safer at Home Order requires the closure of all businesses that are not considered Essential Businesses. Some examples of Non-Essential businesses that are required to close include:

- Art and Craft Supplies Stores
- Indoor and outdoor children's playgrounds (except when located in childcare centers)
- Indoor malls and shopping centers (Except Essential Businesses that can be accessed from the exterior of the indoor mall)
- Bars and Nightclubs
- Bowling alleys and arcades
- Movie theaters, drive-in theaters, concert halls, arenas, live performance venues, and stadiums
- Personal Grooming businesses such as nail or hair salons, barbers, and estheticians
- Car wash businesses
- Car dealerships (Only the auto repair services of the car dealership may operate.)
- Clothing stores
- Pet Grooming businesses
- Flea Markets and Swap Meets
- Florist Shops
- Newspaper stands
- Furniture stores
- Smoke and Tobacco Shops
- Golf Courses; Skate Parks; and Tennis, Racquetball, Volleyball, and Basketball Courts
- Wineries, Breweries, and Tap Rooms
- Gyms and fitness centers

12. Does a business have to be approved by the County as “Essential” in order to remain open?

No. Businesses are not required to get approval from the Health Officer, Public Health, or the County to stay open. We are relying on businesses to follow the Order, but if Public Health learns that Non-Essential Businesses are open, it will contact the business and ask them to comply with the Order.

13. Are non-profit organizations allowed to continue operating?

Only those that provide essential services as described in the Safer At Home Order can remain open. This would include non-profit operating food pantries, providing housing and services for homeless residents, and many other critical services.

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14. Are childcare facilities allowed to remain open? Are there any specific requirements for them?

Yes. These facilities may continue to operate and must follow these requirements:

- Childcare must be carried out in stable groups of twelve (12) or fewer. "Stable" means the same twelve (12) or fewer children are in the same group each day. Children cannot change from one *group to another*.
- If more than one group of children is cared for at once site/facility, each group must be in a separate room and these groups cannot mix with each other.
- Each childcare provider must be solely with one group of children.
- Playgrounds within a childcare facility may be used by the children being cared for at that facility.

Where Can Businesses and their Employees Learn More?

15. How can I get more information about the Safer at Home Orders, social distancing, and infection control precautions?

- You can also view the Order at the Kenneth Hahn Hall of Administration or request a copy by calling the Los Angeles County Department of Public Health at (323) 914-7801, Monday through Friday from 8:00 am to 4:00 pm, or by leaving a message after-hours at (323) 914-9358.
- Review the Frequently Asked Questions for Workplace Managers at <http://www.ph.lacounty.gov/media/Coronavirus/FAQ-Managers.pdf>.
- Visit the Los Angeles County Department of Public Health COVID-19 website, at www.publichealth.lacounty.gov/media/Coronavirus/ for resources such as press releases, FAQs, cleaning recommendations, as well as guidance documents for businesses, schools, colleges and universities, and food facilities.
- Businesses in Los Angeles County can direct questions to the Los Angeles County Department of Consumer Business and Affairs (DCBA) Disaster Worker Disaster Call Center.
 - **Telephone:** (833) 238-4450
 - **Online:** LACountyHelpCenter.org
 - **Email:** DisasterHelpCenter@lacounty.gov
 - **Social Media:** @LACHelpCenter on Twitter, Facebook, and Instagram

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16. Is there guidance available for retail food facilities, such as restaurants?

Yes. A guidance document for retail food facilities is available from Public Health at www.publichealth.lacounty.gov/media/Coronavirus/GuidanceFoodFacilities.pdf. It describes the requirements of the Order, tells you what types of facilities are exempted, and describes recommended prevention practices.

17. How can I check whether my business is considered an Essential Business?

This FAQ is intended to help businesses determine whether they are an Essential Business. Please review it carefully. Businesses in Los Angeles County may also direct questions to the Los Angeles County Department of Consumer Business and Affairs Disaster Worker Disaster Call Center.

- **Telephone:** (833) 238-4450
- **Online:** LACountyHelpCenter.org
- **Email:** DisasterHelpCenter@lacounty.gov
- **Social Media:** @LACHelpCenter on Twitter, Facebook, and Instagram

18. How can I report a business that may not be following the Order?

Anyone who is concerned that their employer or another business is not following the Order may contact Public Health's Environmental Health Reporting Line.

- **Telephone:** (888) 700-9995 (8:00 a.m.-5:00 p.m.)
- **Email:** Ehmail@ph.lacounty.gov
- [File an online complaint with Environmental Health](#)

19. What resources are available for workers impacted by the Safer at Home Order?

If an employer has reduced hours or closed down operations temporarily due to COVID-19, workers may qualify for unemployment insurance benefits from the State Employment Development Department (EDD).

The State also oversees paid family leave, which may be a resource for people providing care for an ill or quarantined family member. Disability benefits for longer illnesses, and workers' compensation for individuals who were exposed to COVID-19 while on the job are also overseen by the state.

See https://www.edd.ca.gov/about_edd/coronavirus-2019.htm and <https://covid19.ca.gov/employment/#top> for information on these and other resources.

Workers who have been affected by COVID-19 can also contact The Los Angeles County Department of Consumer Business and Affairs Disaster Worker Disaster Call Center for information and referrals to resources.

- **Telephone:** (833) 238-4450
- **Online:** LACountyHelpCenter.org
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