

## Reopening Protocol for Campgrounds, RV parks and Cabin Rental Units: Appendix O Effective as of Friday, June 12, 2020

Recent updates

6/29/2020: Provides additional details about the Department of Public Health response to clusters.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain venues to safely reopen. The requirements below are specific to Campgrounds/RV parks and Cabin Rentals permitted to be open by the Order of the State Public Health Officer. 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 Checklist.

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 Campgrounds/ RV Parks and Cabin Rentals 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.**

Facility name:

Facility Address:

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**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, who request modified duties options that minimize their contact with visitors and other employees.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees (including paid staff, 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.
  - See additional information on government [programs](#) supporting sick leave and worker’s compensation for COVID19, including employee’s sick leave rights under the [Families First Coronavirus Response Act](#) and employee’s rights to workers’ compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the [Governor’s Executive Order N-62-20](#).
- 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 facility 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.
- Employees are also offered gloves for tasks that require them to handle frequently touched surfaces or for use during symptom screening.
- Employees have been instructed to maintain at least a six (6) feet distance from visitors and from each other in all areas of the Day Camp. Employees may momentarily come closer as necessary to assist children, or as otherwise necessary.

- Restrooms and other common areas are disinfected frequently, on the following schedule:
  - 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 reminded to wash their hands frequently.
- A copy of this protocol has been distributed to each employee.
- As much as feasible each worker is assigned their own equipment and 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 between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, staplers, staple removers, letter openers, surfaces in reception areas, shared work stations, audio and video equipment, 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, as appropriate. Options for third-party cleaning companies to assist with the increased cleaning demand are procured, as needed.
- Monitor staff absenteeism and have a roster of trained back-up staff where available.
- Consider installing portable high-efficiency air cleaners for offices or other workspaces, 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.
- Adjust any staff meetings to ensure physical distancing and use smaller individual meetings to maintain physical distancing guidelines.
- Hold meetings with workers over the phone, via webinar, or outdoors wherever possible. Consider virtual interviewing and on-boarding for new staff when possible.
- 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:  
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## B. MEASURES TO ENSURE PHYSICAL DISTANCING

- Implement measures to ensure physical distancing of at least six feet between and among workers and visitors. This could include installing a Plexiglas barrier between staff and visitors in stores, lobbies, reception areas, or visitor centers or using visual cues to guide visitors where to stand or line up. Visitors should also be directed where to stand, using visual and/or verbal cues as appropriate, when waiting to use water filling stations, RV dump stations, propane filling stations, and other similar service locations.
- Staff is reminded to avoid shaking hands, bumping fists or elbows, and other physical contact.
- Operators should monitor areas where people are likely to gather and ensure that physical distancing and other guidelines are followed. These areas might include swimming areas, sports fields, trail heads,

popular day use areas, and picnic areas. Post signs on physical distancing requirements.

- The following areas remain closed: basketball, and volleyball courts, climbing structures and playgrounds.
- For facilities that provide paid, controlled outdoor activities, consider implementing a reservation system to limit the number of visitors at the facility.
- Consider implementing remote check-in options for new arrivals at campgrounds or RV parks wherever possible. Post signs at the park's entrance to communicate with visitors about what they need to do upon arrival. List a phone number, for example, for visitors to contact rather than entering the registration area. Encourage the use of online payments, on-site pay stations, credit card payment, or payment over the phone, where possible.
- If remote check-in is not feasible, check-in visitors outside, if possible, and email receipts. Where necessary, escort or direct visitors directly to their site upon arrival following physical distancing requirements. Only one household should occupy each campsite or rental unit and nonregistered visitors should not be permitted entry to the campground or RV park.
- Consider implementing a process for visitors to pre-purchase items from the general store, including firewood, food items, or other goods, and have staff deliver items to the visitor's campsite or RV.
- Outdoor spaces intended for gatherings and group functions, including pavilions, communal fire rings, public-use camp kitchens, and amphitheaters should remain closed. Remove, separate, post closure signs, or tape-off all benches, common area picnic tables, and multi-person seating (including seating around fire pits) to discourage visitors from congregating. .
- All public events and/or concentrated gatherings, including group bonfires, group campsites, presentations at outdoor amphitheaters, musical or other performances, or other events must be cancelled or postponed.
- Smaller picnic shelters, such as those that typically accommodate only household groups, can remain open with posted physical distancing related restrictions (e.g., limit use to one household at a time).
- Assess campground and RV park sites to determine if the park needs to operate at a decreased capacity in order to maintain physical distancing.

## OUTDOOR ACTIVITIES

- Operators should take steps to ensure that higher risk activities, including those not yet recommended by the state guidelines, are not occurring on their properties.
- Evaluate the processes for renting and loaning recreational equipment and determine whether there is adequate staff capacity and available cleaning and disinfecting supplies to reopen such operations. See county guidance on [outdoor equipment rentals](#) for additional information.
- Modify outdoor recreational activities, where necessary, to ensure proper cleaning and disinfecting protocols can be implemented.
- Follow guidelines found on the county website for various outdoor activities, such as archery, tennis, trails etc. to ensure that adequate infection control and physical distancing protocols are being followed. <http://www.ph.lacounty.gov/media/Coronavirus/>
- Cleaning and disinfecting "soft goods," such as life jackets, wetsuits, cotton lead ropes, saddle bags, or backpacks, poses particular challenges. Such equipment requires an effective cleaning procedure or sufficient equipment inventory to allow for sufficient "down time" of at least three days between uses to minimize risk of COVID-19 transmission.
- High contact programs and sports that require close contact of less than six feet in distance between members of different households should be suspended. This includes activities such as group sporting

events, pick-up basketball, intermural sports activities, races, or dances.

- Limit high or close contact outdoor recreation activities to household units. This includes boat rentals, rope courses, and climbing walls. At campgrounds and RV parks, consider whether nature walks, movie nights, mini-golf, geocaching, scavenger hunts, or other activities can be developed for household units in a way that maintains physical distancing.
- When outfitting people with helmets, gear, protective clothing, lifejackets, or other items, staff should maintain physical distance. Where possible, staff should demonstrate how to properly put on and take off equipment rather than breaking physical distance to assist.

### COMMUNAL RESTROOM AND SHOWER FACILITIES

- Public restrooms should be cleaned and disinfected throughout the day. Maximum occupancy for the campground, RV park, or recreation area should be based on the number of fully-operational restrooms that the park operator can maintain and which can support physical distancing requirements.
- Shared restroom facilities should be cleaned regularly using EPA registered disinfectants throughout the day. High-touch surfaces such as faucets, toilets, doorknobs, and light switches must be frequently cleaned and disinfected. Employees should be trained on the hazards and proper use of new products per Ca/OSHA requirements, and be provided with any required protective equipment for the specific cleaning products in use, such as eye protection or gloves.
- Create and post a cleaning schedule in every open restroom facility. Post the cleaning schedule on the front of the door so visitors know when they can/cannot use the restroom. Make sure to close the restroom during the cleaning and disinfecting process.
- Consider using a checklist or audit system to track how often cleaning is conducted.
- Only allow shower room use if partitions are in place or signs have been posted to specify physical distancing requirements. If partitions or proper distancing are not possible, these facilities should remain closed.
- Ensure that sanitary facilities stay operational and are continuously stocked at all times. Provide additional soap, paper towels, and hand sanitizer when needed. Install hands-free devices, if possible, including motion sensor sinks, faucets, soap dispensers, sanitizer dispensers, and paper towel dispensers.
- Doors to multi-stall restrooms should be able to be opened and closed without touching the handles. If the door cannot be opened without touching the handle or door-operator with the hand, prop the door open and/or place a trash-receptacle by the door to ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste receptacles should not interfere with egress, evacuation, emergency equipment, or any reasonable accommodations provided under the Americans with Disabilities Act. Make sure trash cans are emptied regularly.
- Campground, RV park, and outdoor recreation visitors should be instructed that sinks could be an infection source and should avoid placing toothbrushes and other items directly on counter surfaces. Totes could also be used for personal items to limit their contact with other surfaces in the restroom.
- Campground and RV park management should encourage guests staying in vehicles with toilets and showers/bathing equipment to use their own facilities rather than shared ones, if possible.
- Provide information on how to wash hands properly, including hanging signs in restrooms.

### SWIMMING POOLS AND AQUATIC VENUES

- Saunas, steam rooms, and hot tubs should remain closed.
- Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine)

and pH (7.2-8).

- Consult with the company or engineer that designed the aquatic venue to decide which disinfectants approved by the EPA are best for the aquatic venue. Ensure the safe and correct use and storage of disinfectants, including storing products securely away from children.
- Set up a system so that furniture and equipment (e.g., lounge chairs) that need to be cleaned and disinfected are kept separate from furniture that has already been cleaned and disinfected. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Encourage visitors to bring and use their own towels. If towels are provided, launder them and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Handle towels with disposable gloves and minimal disturbance, i.e., do not shake them.
- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- Ensure that the facility has adequate equipment for patrons, such as kick boards, pool noodles, and other flotation devices, to minimize sharing wherever possible. Limit the use of the equipment to one patron at a time and clean and disinfect the items after each use.
- For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods. However, do not open windows and doors if doing so poses a safety risk to staff, visitors, or swimmers.
- Change the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing requirements. This could include removing lounge chairs or taping off areas to discourage use.
- Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that staff, visitors, and swimmers stay at least six feet apart from one another, both in and out of the water.
- Where feasible, install impermeable physical barriers such as Plexiglas where staff and patrons must interact, and physical distancing is difficult.
- Consider implementing reservations for pool use or implementing other mechanisms to support physical distancing. This could include reserving full lanes for individual lap swimming.
- Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another staff member.
- Aquatic venues should avoid activities that promote group gatherings.

### CABINS AND RENTAL UNITS

- Campgrounds and RV parks with cabins or other rental units should take the proper steps to clean and disinfect those areas after each use. This includes wiping down and cleaning bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.
- All linens must be removed and laundered between each visitor stay, including items that appear to not have been used. When cleaning bedding, towels, or other laundered items in rental units, ensure staff wear disposable gloves when handling dirty laundry and then discard after each use. Wash hands with soap or use hand sanitizer immediately after gloves are removed. Do not store extra linens in the rental unit. Provide such items only on request.

- Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect laundry hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable and thrown away after each use or can be laundered after each use.
- Kitchen items, including pots, pans, and utensils, must be thoroughly cleaned with soap and hot water, preferably in a dishwasher, between each visitor stay. Provide adequate dish soap and new, unused sponges for each visitor upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
- Consider instituting a 24-hour waiting period after a visitor checks out before cleaning any campground-owned accommodations, including rental units.
- Any rental unit intended for large gatherings, including conferences or meetings, should not be opened until such operations can resume.

### FOOD AND DINING

- Follow Dept of Public Health Guidance regarding restaurants for instructions regarding food and [dining](#).
- Outdoor recreation operators should not hold potlucks or similar family style eating and drinking events that increase the risk of cross contamination. If food and beverages must be served or shared, provide items in single-serve, disposable containers whenever possible. Staff or volunteers serving food should wash hands frequently and wear disposable gloves and face coverings.

### LAUNDRY FACILITIES

- If necessary, adjust the operating hours for laundry room facilities to ensure that staff have adequate time to frequently clean and disinfect the laundry machine lids and doors, lint screens, tabletops and counters, chairs or benches, soap dispensers, vending machines, change machines, sinks, and other areas.
- Consider placing hand sanitizer and disinfecting wipes in the laundry room so visitors can wipe down the area before/after they use the machines.
- Remove all games, books, brochures, or other items from the laundry facilities. Remove laundry baskets or bins, if provided.
- Consider developing an appointment-type system for the laundry facilities so that staff know when the facilities are being used and visitors can avoid unnecessary interaction. Keep the laundry facilities locked between scheduled appointments to ensure adequate time for cleaning.
- If an appointment-type system is not possible, maintain physical distancing by closing every other machine so that six-feet of physical distance can be maintained between visitors.
- Encourage visitors to wait outdoors while laundry is being washed/dried. Alternatively, use visual cues to direct visitors where to stand, and limit access so individual visitors can use multiple machines that are together.
- Determine what the maximum capacity should be for the room size and post a sign on the door that states how many individuals can be in the room at one time, along with the cleaning and disinfecting schedules.

### C. MEASURES FOR INFECTION CONTROL

- Contact visitors with reservations at campgrounds and RV parks before their scheduled arrival to confirm the reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the visitor answers in the affirmative reschedule or cancel the reservation.
- Perform thorough cleaning on all high traffic areas such as guest check-in areas and lobbies, visitor centers, staff break rooms, restrooms, and areas of ingress and egress, including stairways and handrails, throughout the day.
- Frequently disinfect commonly used surfaces and items including vehicles steering wheels and gear shifts, keys, tools, water spigots, trash receptacles, lounge chairs, shared equipment, doorknobs, countertops, toilets, and handwashing facilities.
- Outdoor recreation operators should consult with equipment manufacturers to determine the appropriate disinfection steps, particularly for soft, porous surfaces. Encourage visitors to bring and use their own equipment wherever possible.
- Equip guest reception and check-in areas and staff workstations with proper sanitation products, including hand sanitizer and disinfectant wipes.
- Amenities, including trail maps, books, magazines, coffee, water, self-serve stations (unless touchless), and other items for visitors, must be removed from reception areas to help reduce touch points and visitor interactions. Trail maps and other printed informational materials may be distributed to visitors on arrival for their individual use.
- Difficult to clean and commonly touched items, including shared board games or books, should not be loaned out to visitors, if possible. If loaning out such items, consider placing returned items in a storage container for at least three days before loaning to a different visitor.
- Follow CDC guidelines to ensure that all water systems are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.
- Oftentimes restroom facilities without running water, such as portable toilets and vault toilets, are not stocked with hand hygiene products. Encourage visitors to be prepared to bring their own hand sanitizer with at least 60% alcohol for use in these facilities. If provided, make sure portable handwashing stations are maintained and soap, towel, and water supplies are kept full.
- Clean restroom facilities on an accelerated schedule to keep them clean and encourage campers and visitors to use them, thereby avoiding campers rejecting dirty and unsanitary restrooms and using the outdoors instead. Where possible, provide disposable seat covers in restrooms.
- Encourage visitors to pack out what they pack in, wherever possible, to minimize the amount of trash staff must dispose of at the campsite, park, trailhead, or other facility.
- Water filling stations, RV dump stations, and propane filling stations must be cleaned and disinfected each day and staff should wipe down the equipment after each use. If possible, place hand sanitizer near these facilities for visitor and staff use.
- Staff should avoid sharing tools, phones, electronics, and office supplies as much as possible and, where feasible, ensure workers have dedicated workstations for their personal use. Never share PPE.



- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved N list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product.
- After each visitor stay, amenities at each site should be properly wiped down, cleaned, and disinfected. This includes BBQ grills, chairs, all secondary seating (e.g. swings or benches), water spigots, and RV electrical and water hook-ups.
- Make sure all workers have been trained to use and have an adequate supply of all-purpose cleaners and disinfectants, when needed.
- Janitorial or custodial workers must be told if they are going to be working in a location where an infected person has been. Qualified third-party qualified cleaning services are recommended for decontamination of affected areas.
- If janitorial or custodial workers are asked to disinfect an area with known COVID-19 cases, they must not start operations until the campground or RV operator has provided the proper protective equipment and training. Janitorial or custodial staff must wear disposable gloves for all tasks in the cleaning process, including handling trash. Workers should be reminded to wash hands with soap and water immediately after taking off the gloves or use hand sanitizer. Additional PPE might be required, including eye goggles, based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Janitorial staff must be provided training and information on the hazards of cleaners and disinfectants used, the availability of the safety data sheets, PPE required, and ventilation required.
- Workers should have enough ventilation (air flow) in areas where they are cleaning. If cleaning in a bathroom or other small space, make sure the door and windows are propped open.
- To reduce the risk of asthma related to disinfecting, programs should aim to select disinfectant products on the N list with asthma-safer ingredients (hydrogen peroxide, citric acid or lactic acid). Avoid products that mix these ingredients with peroxyacetic acid, sodium hypochlorite (bleach) or quaternary ammonium compounds, which can cause asthma.
- Campground and RV park visitors must be reminded to maintain six-feet of distance from maintenance, janitorial, or custodial staff on the maintenance team. Implement a process to regularly check in with workers to ensure visitors are following this protocol. Ensure workers are able to share such information without fear of reprisal or retaliation.
- Campground and RV park operations should evaluate if the dog park on the grounds is large enough to accommodate visitors and their animals while maintaining proper physical distancing. If the space is not sufficient, dog parks must be expanded, occupancy-limited, or closed.

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

- Campground and RV park operators should take steps to ensure visitors are fully aware of the park's new policies and procedures prior to their arrival. Such policies should include the right for campground and RV park operators to cancel reservations for parties with symptomatic visitors; new check-in procedures; physical distancing requirements; and cleaning and disinfecting schedules for accommodations, amenities, and common areas like the check-in/registration area and the park general store or visitor center.

- Provide information to visitors on the following topics:
  - Plan ahead, make reservations and purchase permits, firewood, ice and other items online or by phone before arriving on site.
  - Be as self-contained and self-sufficient as possible. For example, arrive prepared with your own soap, surface disinfectant supplies, hand sanitizer, paper towels/hand towels, and toilet paper. It is also advisable to bring disinfecting wipes to clean up before and after use of common facilities. Bring your own sports equipment, towels, first aid supplies, and other items needed for outdoor recreation whenever possible. Visitors should bring plastic tablecloths for picnic tables that can be disposed of or taken back home for washing.
  - To ensure physical distancing can be maintained, visitors should set up their campsite or picnic areas to maximize distance from adjacent campsites and picnic sites that host people from different households.
  - Many programs and facilities may be canceled or closed, so visitors should check online resources for updated information about rule changes and closures to know what to expect upon arrival.
  - Observe all cleaning protocols for self-service facilities and amenities before using them.
  - Leave furniture, such as picnic tables and chairs, as they were found as park staff may have appropriately spaced these items to encourage physical distancing.
  - Follow directional signage – e.g., wait your turn and abide by capacity limits – that will promote physical distancing in buildings, an overlook, and around other confining spaces.
  - Plan your travel in a safe and responsible way. Be mindful that backcountry and rescue operations require many emergency responders and extra demands on those healthcare resources puts everyone at risk.
- Maintain communication systems that allow staff and visitors to self-report symptoms and receive prompt notifications of exposures and closures, while maintaining confidentiality.
- A copy of this protocol is posted at all public entrances to the campgrounds.
- 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, current protocols, required use of face coverings, infection control practices and physical distancing requirements.

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

- Services that are critical to the visitors have been prioritized.
- Measures are instituted to assure services for visitors 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:** \_\_\_\_\_