

Protocols for Outdoor Equipment Rental Services

Recent Updates: (Changes highlighted in yellow)

7/17/20: Additional information provided on employee and visitor face coverings and symptom checks

7/8/20: Additional information regarding employee leave benefits added.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to safely reopen. The requirements below are specific to businesses offering outdoor equipment rentals. These rentals should be limited to transportation and/or physical activities only, such as kayaks, standup paddleboats, kitesurfing, electric boat rentals, and bikes. Rental companies must be in compliance with the conditions laid out in this Checklist for Outdoor Equipment Rental Services.

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:

Date Posted:

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.
- All employees have been told not to come to work if sick and to follow DPH guidance for self-isolation if applicable.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), 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 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.
- [Employee screenings](#) are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- 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.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. 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 who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.
- Employees are instructed to wash their face coverings daily.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for employees who are screening others for symptoms or handling commonly touched items.
- Staggered start times for staff and split shifts are put in place to limit the number of staff on site,

at team meetings, at lunch breaks, and during departure times. No one is allowed to congregate in groups.

- Staff meetings are held in open air spaces in order to maintain physical distancing.
- No visitors or sales representatives are allowed on or within the facility. This includes outside distributors and manufacturer representatives. Meetings are held via telephone, zoom or other virtual platforms.
- The use of time clocks has been discontinued, if possible.
- Employees are required and permitted adequate time to wash or sanitize their hands every 30 minutes or as needed. Locker room facilities are cleared of all belongings. Additional uniforms, gear and all belongings can be kept in personal vehicles on-site. No personal belongings are allowed to be stored on-site.
- The use of the breakroom facility common use items (e.g. coffee pots, vending machines, refrigerators and microwaves) has been suspended. Personal coolers are suggested for meals/personal beverages and should be stored in personal vehicles.
- A secondary break and lunch area has been set up if possible to allow for greater physical distancing.
- In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break areas at all times.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break areas to assure that masks are worn consistently and correctly.
- To the extent possible, each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Management will set guidelines for cleaning facilities daily; with more frequent cleaning of all key touch points (doorknobs, restrooms, tables, chairs, sinks, computers/keyboards etc.).
- All workstations are separated by at least six feet.
- Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the store. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Employee restrooms are not available for customer use.
- Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Distribution area _____
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

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- A copy of this protocol has been distributed to each employee.
 - 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

- Rentals must be checked in and checked out by an employee. Self-service rentals are prohibited. Staff must be present during hours of operation to disinfect between rental/use by customers.
- Only one employee, necessary to operate the water vessel, and one additional crew member is allowed on rental equipment while in use by customers. Physical distancing must be maintained between the attendants/crew and customers.
- If an attendant is present on the rental equipment, customers and attendants must wear face coverings except where customers are engaging in physically distanced exercise.
- Group gatherings are prohibited, and benches and tables are removed or cordoned off to discourage gatherings near the rental office.
- Rentals where multiple people can use the same piece of equipment (such as kayaks, paddleboats, electric boats, bicycles) are limited to individuals or members of the same household only. Sharing of equipment by individuals who are not from the same household is prohibited.
- Encourage payment by gift, debit, or credit card.
- Markings or delineators are set up to create a six-foot barrier to minimize close contact between employees and the public.
- Reservations are no less than 10 minutes apart. Customers are encouraged to come to the facility no more than 10 minutes before the time expected to start rental.
- Retail sales or rentals are for curbside pickup only. All merchandise sales are final. Facility doors are propped open wherever possible.
- Customers are required to leave the property immediately once the rental time has expired. No congregating or tailgating in the parking lot is allowed.
- Any education or explanation of how to use rental equipment must be done by video or staff must be 6ft from customers.
- Require that employees whose duties require close contact with other employees and/or the public wear Face Coverings.
- Measures have been taken at check-out stations to minimize exposure between cashiers and customers, such as Plexiglas barriers.

C. MEASURES FOR INFECTION CONTROL

- Each item of equipment rented must be wiped down in its entirety with disinfectant effective against COVID-19 after each use.
- Hand sanitizer, soap and water, or effective disinfectant/wipes is made available to customers at or near each entrance to the facility at any restrooms, and other main points of contact.
- Trash cans are touchless. Lids have been removed if present.
- All restrooms are serviced and disinfected frequently. Doors are propped open when possible to minimize touching of door handles or surfaces
- 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:

- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- Visitors arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
- Drinking fountains and water coolers have been removed or covered.
- Where possible, hands-free devices, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers and timecard systems have been installed.
- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
- All payment portals, pens, and styluses are disinfected after each use by a different person.
- Optional - Describe other measures (e.g. providing senior-only hours, 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 options for and advantages preordering and prepayment.
- Instructional and informational signage is posted throughout the facility regarding infection control, physical distancing and the use of face covering, including:
 - Placing signs at the exterior of the facility and at the point of sale, reminding people to maintain a distance of at least six feet apart, including when in line.
 - Placing tape and other markings at least 6 feet apart in queueing areas inside the facility and/or on sidewalks/outside areas at public entrances with signs directing customers to use the markings to maintain at least 6 feet of distance.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.
- Friendly, yet firm communication with any patron violating the required safety protocols is carried out. Patrons are reminded that any violation of Physical Distancing Protocols will jeopardize the continued operation of local outdoor recreation rental businesses.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- 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: _____