

Protocols for Shopping Center Operators: Appendix E

Recent updates

7/17/20: Updated language to clarify policies regarding use of face coverings by employees and visitors and symptom checks for employees and visitors. (changes are highlighted in yellow)

7/13/20: Updated to require closure of indoor operations of all indoor shopping malls to the public until further notice. Businesses with entrances normally accessible to the public from the exterior of the indoor mall will be able to continue their current modified operations. Those businesses with only indoor mall access for customers may only offer goods and services via curbside pick-up.

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

*** Please note that by the July 13, 2020 Order of the State Public Health Officer, all indoor operations of indoor malls and indoor shopping centers are closed. All indoor areas of indoor shopping malls are closed to the public until further notice. Retail businesses that are part of an indoor mall or shopping center but that have that have an entrance that is normally accessible to the public from the exterior of the mall or shopping center are permitted to continue their current modified operations provided they adhere to the appropriate DPH sector protocols. Retailers located within indoor shopping malls without an outside entrance may be open only for curbside pick-up as described in this protocol. Personal care services must cease all indoor operations and can offer outdoor services to the extent permitted by licensing requirements and all other applicable state and local laws. All other lessees should follow DPH protocols for the appropriate sector and all applicable state and local laws and regulations.

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 protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy, per Fire Code:

Approximate total square footage of space open to the public:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - 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 has been provided to employees. 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](#).
- 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 is 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 use 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 or replace their face coverings daily.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- To ensure that masks are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others.
- Disinfectant and related supplies are available to employees at the following location(s):

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

- Employees are allowed frequent breaks to wash their hands.

- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- All indoor mall tenants with entrances located inside shopping malls must be closed to the public. Tenants that have an outside entrance that is normally accessible to the public from the exterior of the mall or shopping center may continue their current modified operations in compliance with applicable DPH protocols. The number of customers in individual stores that are permitted to remain open is low enough to ensure physical distancing but in no case more than 50% of the maximum occupancy of the capacity. Where feasible, parking is limited to further enforce maximum occupancy limits.
- Maximum occupancy rules for outdoor shopping centers should be evaluated to ensure physical distancing requirements can be maintained. Open-air shopping centers, such as swap meets, ensure that vendors space tables, canopies, and other displays in accordance with appropriate physical distancing requirements or ensure other impermeable barriers are in place.
- Maximum number of customers in facility limited to:
 - On-property security staff actively remind and encourage customers and the public to comply with the physical distancing standards.
 - Retailers operating within an indoor mall that have no outdoor entrances may offer online ordering and curbside pick-up outside the shopping center. Retailers that choose to offer curbside pick-up should set pick-up times for items so that employees are able to bring pre-ordered items customers at a designated site or sites outside the mall. Pick-up sites should be clearly marked and customers should be encouraged to pre-pay for their orders. On arrival, customers should notify the employees that they have arrived for pick-up and should remain in their car. An employee, wearing a cloth face covering should bring the customer's order to the designated pick-up site in a container (e.g., a bin, shopping cart, or other container) and place it directly in the customer's trunk.
 - An employee (or employees if there is more than one entrance) wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers to direct customers to the appropriate pick-up site.
 - Tape or other markings identify both a starting place for customers arriving for pick-up and 6-foot intervals for subsequent customers who are joining the line.
 - Employees, wearing face coverings and gloves, are positioned 6 feet from each other and from customers to deliver orders to customers. Bins should be used to pass packaged, pre-ordered merchandise to customers to avoid personal contact between employees and customers. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
 - Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among workers and customers in all outdoor shopping center locations. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and customers should stand).

- Shopping center operators, retail tenants and vendors should collaborate to develop a shopping center operations plan that enables tenants to operate safely inside and outside the shopping center and to ensure compliance with all applicable DPH protocols and state and local laws and regulations.
- Outdoor public seating areas (e.g., chairs, benches and other public spaces) are reconfigured to support physical distancing.
- Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

C. MEASURES FOR INFECTION CONTROL

- All indoor areas of shopping centers that have no entrance that faces the exterior of the mall are closed to the public until further notice.
 - Employees are permitted to enter the indoor areas of the shopping center in order to maintain essential operations.
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

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

- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.
- Customers arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the shopping center or on the grounds of the shopping center. 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.
- Customers arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- Customers have access to proper sanitation products, including hand sanitizer, tissues and trash cans.
- Fitting rooms that are open for use by customers are monitored by staff. Any clothing that is tried on but not purchased is set aside for 24 hours before being returned to the racks or shelves.
- Children's play areas or other amenities such as carousels, rides, or arcades remain closed.
- Movie theaters, family entertainment activities, and bars located within the shopping center remain closed.
- Indoor mall or shopping center food court dining and seating areas must close, for at least 21 days, and until further notice. Restaurants located within an indoor mall or shopping center may offer food for delivery, carry out and outdoor table dining in compliance with DPH Protocols for Restaurants.
- Optional - Describe other measures (e.g. providing senior-only hours, encouraging online ordering/pick-up of orders, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at the entry and/or where customers line up notifies customers that they may not enter the indoor areas of the indoor shopping mall, the importance of physical distancing, and of the requirement that they wear a face covering at all times while at the shopping mall.
- Signage at outdoor shopping malls, swap meets and other outlets that may remain open reminds customers about the importance of physical distancing, the need to wear a face covering at all times while at the shopping mall and the occupancy limit.
- Signage throughout the shopping center indicates to customers where to find the nearest hand sanitizer dispenser.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, limited occupancy, any policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

**Any additional measures not included above should be listed on separate pages,
which the business should attach to this document.**

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

**Business
Contact Name:**

Phone number:

**Date Last
Revised:**
