



City of Los Angeles

Retail – Curbside Pickup

On Wednesday, May 6, Mayor Eric Garcetti announced that **curbside pickup for florists, toy stores, book stores, clothing stores, music stores, and sporting goods stores** can begin Friday, May 8th. This will include businesses in those categories in outdoor malls that have remained open to foot traffic. All businesses in indoor malls will remain closed.

This document provides guidance for Los Angeles retail businesses to prepare for and effectively manage the safety of employees and customers as they resume or expand operations in the context of the continuing COVID-19 pandemic.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies, national industry organizations and guidance from organizations such as the CDC. It is intended as supplemental information, providing additional support to businesses as they develop COVID-19 preparedness plans, but does not replace County Public Health guidelines. These guidelines will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles – the latest information can be found on <https://corona-virus.la/>.

These materials will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles and will be updated as required.

Guidance as of May 8th 2020

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Planning to Start Operations

Retail – Curbside Pickup

Retail businesses should plan and prepare to safely start or expand curbside pickup. The following list includes common topics to address while planning. In your planning process, please be aware that resumption of operations may not always be linear. As activities resume in stages, there may also be need to reimpose restrictions for short or longer durations, depending on community health and testing metrics and health care capacity.

This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs.

While these guidelines provide a way to resume operations in as safe a manner as possible, risks to customers and employees cannot be fully mitigated. Customers who choose to visit during this time should be fully aware of potential risks. Businesses should take these guidelines as the minimum baseline of precautions needed to protect public health in Los Angeles. Individual business should take additional measures as recommended by industry guidelines or by common sense applied to its particular situation.

- ❑ **Screen employees:** Ensure all employees are symptom free. If they have experienced symptoms within the last 14 days, ensure they have followed all testing and recovery procedures
- ❑ **Pickup logistics:** Determine parking lot logistics for curbside pickups including:
 - Where cars should wait while items are being delivered (e.g., wait in parking spots for a text vs. line up around the parking lot)
 - Plan for car overflow, if applicable
 - Plan to space out customer pickup timings, if applicable
- ❑ **Signage:** Implement signage to educate customers on guidelines. Examples include:
 - Put up signs around parking lot to guide traffic
 - Place tape / signs to show where customers should wait
- ❑ **Customer awareness:** Inform customers of the pick-up process and what to expect ahead of time as much as possible, via e-mail, website changes, telephone call answering machines, and social media
- ❑ **PPE:** Ensure sufficient stock of masks, gloves and other PPE to keep your employees safe
- ❑ **Sanitization:** Complete deep-clean of facility prior to before employees return. See cleaning and sanitizing guidelines for specifics
- ❑ **Contactless:** Plan for contactless payment where possible, such as:
 - Online payment options for customers
 - Contactless payment systems
- ❑ **Written plan:** Establish a written plan for implementing curbside delivery to be shared with employees. Examples of what should be included (not exhaustive):
 - Floorplan and operations to abide by social distancing guidelines
 - Employee training for curbside pickup (including no-touch deliveries)
 - Cleaning and sanitization processes
- ❑ **Employee notification:** Provide 5 days notification to recall any furloughed employees (for more information, visit http://clkrep.lacity.org/onlinedocs/2020/20-0147-S15_ORD_186602_06-14-2020.pdf)

Guidelines for Safe Operations

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The following checklist contains guidance for retail businesses to safely start curbside pickup. Guidelines may need to be adapted based on the unique circumstance of each business. There are six categories of guidelines:

- Social distancing
- Cleaning and sanitizing
- Employee health and personal hygiene
- Facility safety
- Customer expectations
- Employee support

These guidelines are not exhaustive. They will continue to be refined and revised. You can find the latest on <https://corona-virus.la/SaferLA>



Social Distancing

Los Angeles county guidelines

- A staff person, wearing a cloth face cover is posted near the door but at least 6 feet from the nearest customers to direct customers to line up six feet apart and in the correct line.
- If the site entry space permits, customers are directed to one of two lines at the door: one for pickup of preordered items, and one for on-site orders.
- Customers may not enter the store for any reason. Employee restrooms are not available for customer use.
- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- 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 have been instructed to maintain at least a six (6) feet distance from customers and from each other in the pickup and payment area. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary
- Staff people, 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 appropriately packaged ordered merchandise to customers to avoid personal contact between employees and customers
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times

Additional suggestions

- Designate an area for vehicles to wait to pickup orders
- Establish designated zones for customers to pick up their items (e.g., parking spots marked with specific zone numbers); determine and produce traffic control equipment required (e.g., traffic cones, signage)
- Consider closing shared spaces in which social distancing would be difficult to enforce or maintain (e.g., break rooms, cafeterias)
- Face coverings should be provided and used in accordance with LA City guidance where social distancing rules cannot be met
- Avoid in-person meetings as much as possible
- Discourage handshaking and engaging in any forms of unnecessary physical contact

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Cleaning and Sanitizing

Los Angeles county guidelines

- Employees are allowed frequent breaks to wash their hands
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently
- All payment portals, pens, and styluses are disinfected after each use by a different person
- Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently
- Common areas and frequently touched objects in the customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants
- Each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated
- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility

Additional suggestions

- Use EPA-registered sanitation and disinfectant products for cleaning, sanitizing, & disinfecting activities
- Ensure any containers are frequently sanitized (e.g., carts, wheelbarrows, crates)
- If an employee / customer / guest tests positive, close off areas used by sick person and follow CDC guidelines for cleaning and disinfecting
- Consider reducing business hours for extra deep cleaning
- Cleaning staff should wear appropriate PPE for all tasks in the cleaning process, including handling trash

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Employee Health and Personal Hygiene

Los Angeles county guidelines

- Symptom checks are conducted before employees may enter the workspace. Checks must include a verbal check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. A temperature check should also be done if feasible
- 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 prohibited from eating or drinking anywhere inside the workplace other than designated break rooms to assure that masks are work consistently and correctly
- Everyone who can carry out their work duties from home has been directed to do so
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible

Additional suggestions

- Require employees who have COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, to remain home until they are symptom-free for three days without medication
- If an employee tests positive for COVID-19, inform employees / customers / visitors if applicable and ensure all other coworkers are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance
- Ask employees to self-quarantine per public health guidelines if they are confirmed to have COVID-19 or know they have been exposed to COVID-19
- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face
- Train all employees on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures, and employee leave benefits/policies
- Consider providing non-punitive sick leave options to allow employees to stay home when ill

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Facility Safety

Los Angeles county guidelines

- Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.
- The menu of items available to purchase is readily available to customers planning to purchase on-site as they arrive
- 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
- Services that are critical to the customers/clients have been prioritized
- Contactless payment systems are in place, or if not feasible, payment systems are sanitized regularly
- Symptom checks are conducted before employees may enter the workspace. Checks must include a verbal check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. A temperature check should also be done if feasible
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased

Additional suggestions

- Avoid direct handoff of goods and encourage customers to use "no touch" deliveries (e.g. have customer text upon arrival, have employees place items in car for them, utilize a sterile pickup bin to be sanitized in between pickups)
- Establish pickup areas in outdoor locations to ensure good ventilation
- Post clear signage and directions for vehicles entering retail location so customers know where to go to wait for and then pickup an order
- Use no-touch trash cans and no-touch common-use items (e.g., water fountains, hand sanitizer dispensers) where possible
- Communicate health and safety guidelines to all employees / customers / visitors, including available contact to report guideline violations
- Where possible and applicable, prop open doors / keep doors open to improve ventilation and reduce touching of door handles
- Post signs for employees to remind them of social distancing, PPE recommendations (e.g., face coverings), and to use hand sanitizer provided
- Ensure adequate storage of necessary materials to meet PPE (face masks, gloves, etc.) and cleaning requirements
- Limit or eliminate use of re-usable goods (e.g., bags, cups, silverware)
- Set aside return items for at least 24 hours prior to sanitizing and returning to inventory
- Fitting rooms remain closed

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Customer Expectations

Los Angeles county guidelines

- If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer within 15 minutes of the on-site order. Customers waiting for items may not congregate at the business. They should either remain in their car or return in 15 minutes to obtain their order
- Customers are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- Customers arriving at the site 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
- Purchases are given to customers in sealed packages or bags with receipt attached
- A copy of this protocol is posted at all public entrances to the facility
- 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

Additional suggestions

- Have visible signage for employees / customers / visitors on health and safety guidelines that customers can additionally see from their vehicles (including proper hygiene and sanitization, social distancing/PPE guidance, and information on how to report guideline violations / concerns)
- Consider implementing a temporary final sale policy or shortening time windows for returned goods
- Prior to pickup, share directions for designated pickup zone and time of arrival

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Employee Support

Los Angeles county guidelines

- A copy of the Los Angeles county protocol has been distributed to each employee
- All policies described in the Los Angeles County protocol 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
- All policies described in the Los Angeles County protocol 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

Additional suggestions

- Identify employee stressors and mitigate anxieties when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Reinforce employee training on health and safety guidelines after Day One by providing ongoing methods of additional training to reinforce messaging and changes
- Provide continuous training and updates to employees on new and pre-existing wellness programs, people policies, etc.
- Provide training and instructions on how to safely facilitate curbside pickup (e.g. how to maintain distance with customers)

Additional Resources

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Resources for health guidelines

<i>Source</i>	<i>Description</i>	<i>Link</i>
CDC Guidelines for cleaning and disinfecting your facility	Comprehensive guide for facility cleaning and sanitization, including recommend disinfectants and procedures	https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html
CDC Preparation guide for small businesses and employees	Guide for small businesses to protect employees from infectious outbreak and prepare for business disruption	https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html
OSHA Guidance on Preparing Workplaces for COVID-19	Guide for how to protect employees form infection in a workspace	https://www.osha.gov/Publications/OSHA-3990.pdf
National Retail Federation Operation Open Doors Checklist	A checklist compiled by NRF members and subject matter experts to help retailers prepare to re-open operations	https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf
Retail Industry Leaders Association Coronavirus Resources	Compiled set of resources, including safety information and employee assistance suggestions	https://www.rila.org/coronavirus-resources-for-retailers

Additional Resources

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Additional Business Resources (1/3)

City

[Los Angeles City Small Business Emergency Microloan Program \(LA City\)](#)

In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

[Los Angeles Commercial Evictions Moratorium](#)

No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant's household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

[L.A. CARES Corps](#)

LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County

[Unemployment Insurance Work Sharing Program \(LA County\)](#)

Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

[Payroll Tax Assistance \(LA County\)](#)

Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.

Additional Resources

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Additional Business Resources (2/3)

State

[Workers Compensation for Covid \(State of CA\)](#)

Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers' compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers' compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

[Waiving Penalties for Property Taxes \(State of CA\)](#)

The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

[Paid Sick Leave \(State of CA\)](#)

Governor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

[Small Business Relief Payment Plans \(State of CA\)](#)

Effective April 2, 2020, small business taxpayers, those with less than \$5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to \$50,000 of sales and use tax liability only. Payment plan requests can be made through the State's online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to \$50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is \$50,000. If a taxpayer owes more than \$50,000 and needs a payment plan for the amount over \$50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

[Extended State Tax Deadline \(State of CA\)](#)

California State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.

Additional Resources

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Additional Business Resources (3/3)

Federal

Paycheck Protection Program (SBA)

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides \$349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to \$10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the *second round* of PPP. The \$484 billion COVID-19 rescue bill signed late last month by President Donald Trump included \$310 billion in new money for the latest bailout. The initial round of \$350 billion in forgivable PPP loans, which was allocated as part of the \$2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

Small Business Administration (SBA) Debt Relief

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower's payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA's payment.