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 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/](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.
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](http://clkrep.lacity.org/onlinedocs/2020/20-0147-S15_ORD_186602_06-14-2020.pdf))
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**

- 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)
- Use clear ground markings in the pickup area to designate where vehicles park and ensure that drivers remain an appropriate distance from each other and store employees
- Limit contact between staff and customers as much as possible (e.g., drivers open trunk remotely while staying in car and employees then put items in the back; drivers pick up order from sanitized bins)
- Maximize social distancing for employees in the store, shared spaces and in the designated pick-up area, meeting or exceeding person-to-person distance of 6 feet in all directions
- 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
- Stagger employee schedules to limit crowding during start / end / break times
- Avoid in-person meetings as much as possible
- Discourage handshaking and engaging in any forms of unnecessary physical contact
Guidelines for Safe Operations
Retail – Curbside Pickup

Cleaning and Sanitizing
- Use EPA-registered sanitation and disinfectant products for cleaning, sanitizing, & disinfecting activities
- Ensure any containers are frequently sanitized (e.g., carts, wheelbarrows, crates)
- Complete thorough and detailed cleaning of entire facilities prior to resuming activities, with focus on high-contact areas that would be touched by employees supporting curbside pickup
- Complete frequent cleaning and sanitization of high-touch surfaces and shared resources, in accordance with CDC guidelines (e.g., door handles/locks, tables, chairs, counters, seating areas, restrooms, elevator buttons, escalator handrails, stair railings, trash bins, points of sale, phones, workstations, other as needed)
- Disinfect all reused or shareable material between each use (e.g., pens, chairs, cash register)
- If an employee / customer / guest tests positive, close off areas used by sick person and wait 24 hours before cleaning and disinfecting
- Make hand sanitizer readily available to employees, including in the curbside pick-up location
- Consider reducing business hours for extra deep cleaning
- Cleaning staff should wear appropriate PPE for all tasks in the cleaning process, including handling trash
- All employees should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds

Employee Health and Personal Hygiene
- Ask employees resuming on-premise work to confirm they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return
- 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
- Consider making special modifications for vulnerable employee / customer / guest populations (e.g., special hours of operation for customers ages >65 yr, low-contact roles for vulnerable employees)
- Consider supplying and encouraging use of face coverings in accordance with LA City guidance in settings where it is difficult to keep social distance, and keep face coverings clean
- Provide employees working in customer pick-up locations with proper PPE, including cloth face masks to be used in accordance with LA City guidance

This presentation is guidance only. It does not constitute medical or safety advice, nor is it a formal endorsement or recommendation of a particular response.
Guidelines for Safe Operations
Retail – Curbside Pickup

Facility Safety
- Enable customers to pay in advance online prior to pickup (e.g. through website)
- Consider restricting cash payments, allowing payments only by card or contactless methods (e.g., phone app)
- 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
- Consider regular health checks (e.g., temperature and respiratory symptom screening) for all employees entering worksite
- 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
- Increase air flow / ventilation (via HVAC or other means) and increase the percentage of outdoor air that circulates into the system where possible
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters based on HVAC system recommendations
- 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
Guidelines for Safe Operations
Retail – Curbside Pickup

Customer Expectations

- 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)
- Make customer safety guidelines publicly available
- Consider using social media to educate customers on worksite guidelines and what to expect when visiting worksite for curbside pickup
- 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
- Encourage customers to not arrive prior to their order being ready, and to not linger once they have received it

Employee Support

- 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

### Retail – Curbside Pickup

### Resources for health guidelines

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Industry Leaders Association Coronavirus Resources</td>
<td>Compiled set of resources, including safety information and employee assistance suggestions</td>
<td><a href="https://www.rila.org/coronavirus-resources-for-retailers">https://www.rila.org/coronavirus-resources-for-retailers</a></td>
</tr>
</tbody>
</table>

---

This presentation is guidance only. It does not constitute medical or safety advice, nor is it a formal endorsement or recommendation of a particular response.
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.
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.
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.