



City of Los Angeles Indoor Cultural Spaces

This document contains tools for Los Angeles indoor cultural spaces to plan for the safety of employees, volunteers, and visitors as they prepare to resume operations during the COVID-19 pandemic. Indoor cultural spaces include (but are not limited to) museums and cultural centers.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health guidelines or guidance from the state of California.

As of date of publication of this document – May 21, 2020 – indoor cultural spaces are not permitted to open. Please refer to the Los Angeles County Public Health Department for the latest guidance for allowable activity for your organization and/or business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/Business).

**Eric
Garcetti**
@MayorOfLA

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Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups

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Preparing to Resume Operations

Indoor Cultural Spaces

The questions below bring up common topics indoor cultural spaces may need to address to safely resume operations. This is not an exhaustive list. Each business or organization will need to adapt their plan to address their unique business circumstances and needs.

Physical distancing:

- Have you reconfigured floorplans to help visitors and staff stay 6 ft apart? Installed physical barriers where that is not possible (e.g., cashier stations)?
- Have you placed floor markers in queue areas to ensure queue spots are spaced 6 ft apart?
- Do you have a plan to maximize physical distancing in gathering areas like exhibits, cafeterias, retail?
- Where possible, have you created one-way paths for foot traffic through the facility?
- Have you changed employee schedules to maximize physical distancing during start / end / break times?

Cleaning and sanitizing:

- Have you deep-cleaned your facility?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for high-traffic and touch areas (e.g., ticketing, retail checkout, railings)?

Employee health and personal hygiene:

- Do you have enough masks, gloves, and other PPE required for employees and volunteers in inventory?
- Do you have enough hand sanitizer / hand soap for employees, volunteers, and visitors?
- Do you have a plan to screen employees, volunteers, or visitors for symptoms before entering the facility?
- Do you have a response plan in case an employee, volunteer, or visitor on site tests positive?

Facility safety:

- Do you have a process to log all employees and volunteers on site?
- Where possible, do you have a plan for in-advance reservations / timed tickets to better space visitors?
- Have you identified high-touch items you will remove or modify? (e.g., interactive exhibits, tickets)
- Where possible, do you have a plan to provide contactless reservation, ticketing, and payment options?
- Have you posted signs to remind individuals on premise of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?

Visitor expectations:

- Do you have a plan to make sure visitors are informed of what to expect in your facility?
- Do you plan to provide face coverings or other PPE to visitors? Do you have sufficient stock in inventory?

Employee support:

- Have you trained employees on COVID-19 health and safety guidelines before returning to work?
- What has been done to better understand stressors, anxieties, and other COVID-19 related concerns of employees returning to work? Have you taken steps to address concerns?

Employee notification:

- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see [City of Los Angeles Ordinance 186602.](#))

Best Practices for Safe Operations

Indoor Cultural Spaces

The following checklist contains best practices for indoor cultural spaces to safely resume operations. These suggestions should be adapted based on the unique circumstance of each business or organization.

These best practices are not exhaustive. They will continue to be refined and revised. You can find the latest on [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/business)



Physical Distancing

- Abide by county guidelines – if any – on total site capacity
- Assign an employee or volunteer who may be stationed near the entrance to track capacity
- Encourage visitors to avoid congregating outside building and design a process to ensure guests stay separate while waiting to enter (e.g., outdoor distancing with ground markings)
- If possible, use every other checkout line in retail areas and install plexiglass shields to separate staff from visitors
- Maximize physical distancing on premise, meeting or exceeding person-to-person distance of 6 feet in all directions
- If possible, create one-way routes for visitor foot traffic on premise; consider exits separate from entrances to allow for one-way foot traffic
- Update floor plans for common standing, waiting, and seating areas, to ensure at least 6 feet of separation between individuals. Stagger positions of stationary workspaces (e.g., cashier stations, study or administrative desks) so employees and visitors can avoid working directly next to or opposite one another
- Use floor markings to promote physical distancing (e.g., show one-way walking routes, line spacing)
- Consider closing shared spaces in which physical distancing would be difficult to enforce or maintain (e.g., break rooms, cafeterias)
- Develop plan to reduce congestion around time clocks or other congregation points
- Consider closing interactive exhibits that encourage closer interaction amongst guests and where it is not possible to disinfect between each use
- Consider closing or limiting access to exhibits that necessitate larger audiences (e.g., theaters)
- Consider closing study rooms, classrooms, other areas that may be challenging to continuously monitor, unless reserved in advance (please see LA City toolkit for Offices)
- Provide and use face coverings per LA City guidance
- Make regular announcements to remind visitors to follow physical distancing guidelines
- Consider implementing or maintaining remote- / tele-work policies for workforce or part of workforce where possible to enhance physical distancing capabilities on worksite
- Stagger employee schedules to limit crowding during start / end / break times
- Restrict or eliminate non-essential employee travel
- Avoid in-person meetings as much as possible
- Discourage handshaking and engaging in any forms of unnecessary physical contact
- For retail spaces, reference LA City Retail toolkit and LA County guidelines

Best Practices for Safe Operations

Indoor Cultural Spaces



Cleaning and Sanitizing

- Use EPA-registered sanitation and disinfectant products
- Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high touch areas
- Complete frequent sanitization of high-touch surfaces and shared items, in accordance with CDC guidelines (e.g., door handles, tables, chairs, counters, restrooms, points of sale)
- Disinfect all reused or shareable material between each use (e.g., pens, chairs, etc.)
- For gift or internal retail stores, position staff at store entrance to clean shopping carts and baskets with disinfectant wipes between visitor uses (please see LA City toolkit for Retail)
- Make hand sanitizer readily available, including at room/building entrances
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- Clean and sanitize restrooms regularly based on frequency of use
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for time spent on cleaning tasks they are assigned
- Consider reducing business hours for extra deep cleaning
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash
- If cloth face coverings are being used, face coverings should be washed after each shift
- All employees and volunteers should clean hands often, including immediately after removing gloves and after contact with a person, by washing hands with soap and water for 20 seconds
- If an employee, volunteer, member, or visitor tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines

Best Practices for Safe Operations

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Employee Health and Personal Hygiene

- Ask employees and volunteers to confirm (and document confirmation) they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return
- Require employees and volunteers who have COVID-19 CDC-defined symptoms to remain home until they are symptom-free for three days without medication
- If an employee or volunteer tests positive for COVID-19, inform employees, volunteers, and 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
- Consider developing a written plan on how to inform coworkers of positive case and how they can get tested / self-quarantine
- Ask employees and volunteers to self-quarantine per public health guidelines if they are confirmed to have COVID-19 or know they have been exposed to COVID-19
- Explore non-punitive sick leave options to allow employees to stay home when ill
- Consider making special modifications for vulnerable employee / guest populations (e.g., special hours of operation for visitors ages >65 yr, low-contact roles for vulnerable employees)
- Encourage use of face coverings and gloves, where safe to do so and per LA City guidance; note that face coverings do not replace the need for physical distancing and are not PPE
- If using gloves, wash hands before putting on and after taking off and follow CDC guidelines on how to take off gloves
- Train all employees and volunteers 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 and volunteers on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures, and employee leave benefits/policies
- Reinforce employee training on health and safety guidelines with periodic refresher trainings
- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings
- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace
- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt

Best Practices for Safe Operations

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Facility Safety

- Log all employees and volunteers that come on-premise for purposes of supporting public health contact tracing
- Consider providing documented temperature and/or symptom screenings for all employees, volunteers, and visitors entering premise, per LA County guidelines; if requiring self-screening at home, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines
- Use no-touch common-use items where possible (e.g., trash cans, water fountains, hand sanitizer dispensers)
- Limit use of re-usable goods (e.g., bags, pens, etc.)
- Limit employee and volunteer contact with guests and guest items where possible (e.g., by closing coat check)
- Provide and encourage use of contactless reservation, ticketing, and payment options where possible (e.g., card, phone app, online order)
- Consider using an in-advance reservation and ticketing only model
- Consider timed tickets for specific exhibits and limit entry capacity
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters
- Increase air flow / ventilation (via HVAC or other means) where possible
- Explore outdoor options for breaks and lunch times, if available and safe
- Ensure adequate storage of necessary materials to meet PPE (face masks / coverings, gloves, etc.) and cleaning requirements
- Consider digitizing exhibit information, remove wall descriptions to avoid crowding
- Food services (i.e. restaurants, cafes) should remain to-go only, following LA City Curbside Pickup guidance, or be modified per Restaurant guidance
- Communicate health and safety guidelines to all employees, volunteers, and visitors, including available contact to report guideline violations
- Post signs for employees, volunteers, and visitors to remind them of physical distancing, PPE requirements (e.g., face coverings per LA City guidance), and to use hand sanitizer provided



Visitor Expectations

- Have visible signage and implement signs throughout premise on health and safety guidelines (including proper hygiene and sanitization, physical distancing/PPE guidance, etc.)
- Make visitor safety guidelines publicly available
- Consider using social media to educate visitors on site guidelines and what to expect when visiting
- Encourage visitors to book online reservations in advance of visiting
- Encourage visitors to wear proper PPE, e.g., face coverings per LA City guidance, and consider offering face coverings upon entry



Employee Support

- Identify employee and volunteer stressors; mitigate anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees and volunteers on new and pre-existing wellness programs, people policies, etc.

Supporting Materials

Indoor Cultural Spaces

The following supporting materials are intended to supplement the suggested best practices for safe operations.

Signs to post – download at [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/business)

Key message of sign

Places to post



Best practices: Use PPE, keep 6' distance, wash hands, do not enter if feeling ill

entryway, auditorium, office, break room, etc.



Face coverings: Reminder to wear face covering in accordance with LA City mandate

entryway, shared spaces, etc.



Physical distancing: Keep 6'+ of distance at all times

near queuing areas or congregation points, exhibit rooms etc.



Washing hands: Remember to wash with soap / water or hand sanitizer

bathroom, kitchen, entry / exit, etc.

More signage, including industry-specific posters, available on website

Supporting Materials

Indoor Cultural Spaces

Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout (checkout area, etc.)
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout buildings encouraging employees and visitors to frequently wash hands and sanitize
- Laundry detergent
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:

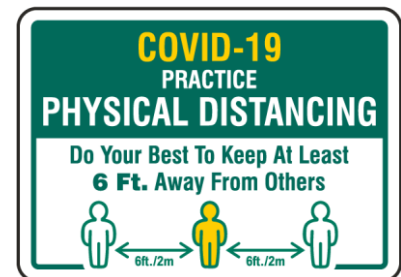
- Elevators
- Railings
- Countertops and other surfaces
- Workstations
- Shelves
- Break rooms
- Registers
- Doors and door handles
- Bathroom surfaces
- Carts, drawers and bins
- Glass windows
- Concession stands
- Parking ticket machines
- Check in counters
- Shelves
- Exhibits (where applicable)

Examples for physical distancing

Sample on-site materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or signs) placed 6 feet apart in waiting areas instructing guests / patrons where to stand
 - Include outside waiting areas (e.g. sidewalks)
- Floor markings of where to place tables and chairs to promote physical distancing
- Arrows on floor directing pathways for guests / patrons and employees to promote physical distancing throughout
- Partitions or plexiglass shields at checkout counters between guests / patrons and employees
- Creation of dedicated entrance(s) to control customer flow into facility and staff assigned to monitor capacity (at minimum 6-foot distance)
- Disposable wipes for cart and basket handles in retail spaces

Sample physical distancing sign



Supporting Materials

Indoor Cultural Spaces

Example employee training best practices

CDC recommended employee health guidelines

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](#)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](#)
- Send home employees who experience COVID-19 symptoms at work
 - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](#)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](#)

For additional training materials on employee health, please see:

- [FDA's Employee Health and Personal Hygiene Handbook](#)

CDC recommended personal hygiene guidelines for employees

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' stations or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For detailed training materials please see:

[Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19 \(CDC\)](#)

Supporting Materials

Indoor Cultural Spaces

Example communications best practices

Recommended employee communication practices for employers

- Communicate frequently to make employees aware of operational changes for health and safety
- Provide details of the changes to employees, in writing
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume; examples include:
 - How to practice physical distancing/sanitizing at workstations and within dining areas
 - How to follow floor markings in facility, and how to instruct visitors on following floor markings
 - How to handle essential interactions with others at work
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
 - Why the facility is safe and how it is following state guidelines
 - Instructions for how to prepare for arrival
 - Overview of what to expect when returning employees arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

Sample visitor communication topics



Cleaning procedures

- Let guests / patrons know about adjusted cleaning guidelines



Contact information

- Phone number or email for visitors to contact if they have further questions



Opening hours and locations

- Share updated opening hours and locations currently open/closed with guests / patrons



Links to government and health websites

- Links to COVID-19 guidance from CDC



What to expect

- Communicate guidelines for what guests / patrons can expect when visiting the cultural space (e.g. physically distanced lines, hand sanitizer, floor arrows)

Sample communication platforms include email, text message, social media, Yelp, Google reviews, TripAdvisor, etc.

Additional Resources

Indoor Cultural Spaces

The following resources provide additional guidance for indoor cultural spaces on safe operations during the COVID-19 pandemic.

Additional resources on safe operations

<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
American Alliance of Museums: COVID-19 Resources & Information for the Museum Field	Compiled resources for museums to plan and respond to coronavirus	https://www.aam-us.org/programs/about-museums/covid-19-resources-information-for-the-museum-field/
Institute of Museum and Library Services: COVID-19 Updates	A set of resources and informative resources to assist museums and libraries	https://www.imls.gov/coronavirus-covid-19-updates

Additional Resources

Indoor Cultural Spaces

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

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

Indoor Cultural Spaces

Additional Business Resources (2/3)

State

[Workers Compensation for COVID-19 \(State of CA\)](#)

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

Indoor Cultural Spaces

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.