

Personal Care Establishments Protocols: Appendix V

Recent Updates:

- 5/5/21 - This protocol is effective as of May 5, 2021. Los Angeles County, including Long Beach, is subject to the Yellow Tier under the State's Blueprint to a Safer Economy. Piercing and tattooing services for the mouth/nose area may resume. Employees must comply with requirements of Section A of this Protocol regarding face coverings. Face shields are provided and shall be worn by employees when servicing customers not wearing a face covering while receiving services, such as piercing and tattooing services for the mouth/nose area. The face shield shall be worn in addition to the face covering. Face Coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.

In addition to the conditions imposed by the State Public Health Officer, which may be found at <https://covid19.ca.gov/industry-guidance/>, businesses and practitioners must also be in compliance with all applicable laws including the conditions laid out in this Protocol. For purposes of this Protocol, personal care services include, tanning salons; nail salons; esthetician, skin care and cosmetology services; electrology; body art professionals, tattoo parlors, microblading and permanent make-up; and piercing shops; and massage therapy.

Indoor operations are permitted to resume with physical distancing of 6ft or greater between individuals, except where services are being performed. Customers are prohibited from waiting indoors. Outdoor operations are strongly encouraged to the extent feasible. Mobile or in-home personal care services are not allowed.

Workers who consistently must be within six feet of customers or co-workers must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All employees should minimize the amount of time spent within six feet of customers.

Hair salons and barbershops are required to adhere the Hair Salons and Barbershop Protocols: Appendix I.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 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.

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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: _____

**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. This does not apply to services that are required by law to be conducted in a permitted location.
- Vulnerable workers (those above age 65, those who are pregnant, 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.
- All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Workers understand to follow the Long Beach Health Officer Orders for [self-isolation](#) and [quarantine](#), if applicable. Workplace leave policies have been reviewed and modified to ensure that workers are not penalized when they stay home due to illness.
- Upon being informed that one or more worker/practitioner, independent contractors and temporary workers test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all workers that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined workers 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.
- 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 Long Beach Department Health and Human Services 562-570-INFO.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- Workers are provided information on employer or government-sponsored leave benefits that the worker may be entitled to receive, which would make it financially easier to stay at home. Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
- All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
- Symptom checks are conducted before workers may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills or fever and any other symptoms the worker may be experiencing. and if the employee has had contact with a

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person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon workers arrival. Temperature checks should also be done at the worksite, if feasible.

- 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 except where the employee is working in a vehicle, office, or room alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used.
- Workers who consistently must be within six feet of customers or co-workers must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All employees should minimize the amount of time spent within six feet of customers.
- Face shields are to be used, cleaned and disinfected per manufacturer’s directions.
- Workers wash or sanitize hands before and after using or adjusting face coverings.
- Workers avoid touching eyes, nose and mouth.
- Workers are instructed to wash their face coverings daily.
- Independent contractors and temporary workers are properly trained on these protocols and have necessary face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.
- All workstations are separated by at least six feet.
- Workers are allowed frequent breaks to wash their hands with soap and water, and workers should scrub their hands with soap for 20 seconds.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Breaks are staggered to ensure that six (6) feet between workers can be maintained in break rooms at all times.
- The establishment complies with the Cal/OSHA standard for heat illness prevention for outdoor workers, including an effective heat illness prevention plan with written procedures. See the [Cal/OSHA heat illness prevention page](#) for resources, including FAQs, a webinar and a sample written plan. Elements of a heat illness prevention plan include:
 - Access to water
 - Access to shade
 - Cool down breaks
 - Emergency procedures for heat illness cases
 - Monitoring of employees who are acclimatizing during a heat wave
 - Training on heat illness prevention and symptoms
- Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.

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- Consider implementing a schedule that allows employees to avoid working during the hottest time of the day or implementing a schedule that allows for frequent breaks to help prevent employees from becoming overheated.
- Note that moving work outdoors creates additional hazards including:
 - Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all code requirements. See [Cal/OSHA's Guide to Electrical Safety](#) for more information.
 - Ensure there are no tripping hazards from cords or other equipment in outdoor work areas.
 - Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
 - Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location (see [FEMA "30/30 rule"](#)).
- Workers are prohibited from sharing food and beverages. Workers are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms or outdoor eating areas to assure that masks are worn consistently and correctly.
- Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- Disinfectant and related supplies are available to workers at the following location(s):

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

- Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- To the extent feasible, this protocol and other COVID-19 related materials downloaded from the City of Long Beach Coronavirus website are provided in the languages of all workers.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- 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 come on to the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except while providing services that require close contact. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- Barriers (such as plexiglass) are used at reception desks or other areas where physical distancing cannot be maintained in order to minimize exposure between workers and clients. If operating outdoors, establish an outdoor reception area where customers can check in while still following physical distancing guidelines.

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- Appointments are staggered to reduce reception congestion and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.
- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait outside or in their cars instead of waiting in the reception areas. Reception areas should be modified to support adequate physical distancing, including removing chairs and sofas or spacing them further apart. Persons waiting outside should maintain a six (6) foot distance from each other.
- Workers do not see multiple customers at once. Services for one customer are completed before a new customer is seen by the same worker.
- Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- Workers are discouraged from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals.
- Occupancy in worker restrooms, break rooms and other common areas is limited to permit physical distancing. Reconfiguration of these sites (removal of chairs from break rooms, etc.) is implemented to practice physical distancing.
- Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- Staff meetings are held in a room that accommodates physical distancing or are held over the phone or via webinar.

C. MEASURES FOR INFECTION CONTROL

- The number of people in the facility is low enough to ensure physical distancing of 6ft or greater, except where services are being performed.
Maximum number of persons in the facility are limited to: _____
- Services may be provided indoors. To the extent feasible, outdoor salon services are strongly encouraged. Services may only be provided in (1) outdoor areas outside a licensed establishment that are contiguous with or adjacent to a licensed establishment; (2) immediately accessible to the licensee; and (3) secured and under the control of the licensee. Outdoor operations may occur under a tent, canopy, other sun shelter, or temporary structure but only as long as no more than one side is closed, allowing sufficient outdoor air movement. For purposes of this requirement, an outdoor operation area with temporary barriers (such as plastic curtains, plexiglass, or particle board), present on more than one side of an outdoor operation is considered closed as it does not allow for sufficient outdoor air movement and is a violation of this section. Any City-issued permits required to operate outdoors, including any permits required to install any tent, canopy, other sun shelter, or structure used for outdoor dining, must be obtained prior to operation. Since indoor activities carry higher risks associated with the transmission of COVID-19, especially in spaces with poor ventilation, it is critical that facilities ensure that: appropriate physical distancing is maintained, that customers and staff wear face coverings at all times, hand hygiene is strictly observed, enhanced cleaning and disinfection of the facility is maintained and that ventilation is optimized. Any barbering or cosmetology services provided outdoors must be approved by the licensing agency, the [California Board of Barbering and Cosmetology](#), and must operate in accordance with any issued by the California Department of Consumer Affairs, including [Guidance on Performing Personal Care Services Outdoors](#). Any personal care services provided

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outdoors must be in compliance with the requirements of the local permitting agency and local, county and/or state regulations or laws, including all applicable guidance and directives of the California Department of Public Health, local land use requirements and permitting requirements, state and federal accessibility requirements, and Cal/OSHA's heat illness prevention standard.. Electrology, tattooing, microblading and permanent make-up and piercing may not operate outside because they are invasive procedures that require a controlled hygienic environment to be performed safely.

- Employees are permitted to enter the indoor areas of the salon in order to access supplies, sanitize equipment, use the restroom, take breaks, or to conduct any other essential business operations. Salon customers may only enter the salon to access outdoor areas of the salon to receive services.
- ❑ Services that require customer to remove their face covering, such as facials or shaves, are strongly discouraged. Employees must comply with requirements of Section A of this Protocol regarding face coverings. Face shields are provided and shall be worn by employees when servicing customers not wearing a face covering while receiving services. The face shield shall be worn in addition to the face covering. Face Coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- ❑ Food and/or beverages shall not be provided or consumed by customers while at the establishment.
- ❑ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased in common spaces and guest rooms.
 - 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 all offices, guest rooms and other spaces.
- ❑ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- ❑ Clients are contacted before the visit to confirm the appointment and to advise/ask the following:
 - Bring and use a face covering (preferably with ear loops) during the visit.
 - Do not bring friends, guests, viewers, or others to the appointment.
 - Whether they or someone in their household is exhibiting any COVID-19 symptoms. If the client answers in the affirmative reschedule the appointment.
- ❑ Maintain a log of all clients with contact information (name, date/time of visit, address, phone and email) if possible, this can be done at the time of registration.
- ❑ Any outdoor shade or outdoor working area must have the same ventilation and airflow as the outdoors. Outdoor shaded areas can be configured to block wind but cannot be enclosed or partially enclosed on more than one side in a way that otherwise restricts normal airflow.
- ❑ 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. If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.
 - Both screener and customer should wear a face covering for the screening.
- ❑ Disposable gloves are worn for services that require them. Wearing gloves is to be done in conjunction with regular hand washing and is not a substitute for regular hand washing.

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- Amenities, including magazines, books, coffee, water, self-service stations, and other items for customers, have been removed from reception areas.
- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- Workers are using all required protective equipment, including eye protection and gloves when required for service.
 - Workers are required to wear face coverings at all times.
 - Disposable gloves are to be worn during the procedures and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Clients are required to wear face coverings at all times while in the facility, except as necessary to receive services permitted under this Protocol. face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unable to remove the mask or face covering without assistance.
- Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, clean face coverings are offered to customers, should their face covering become soiled.
- A cleaning and disinfection plan has been developed to address the following:
 - High traffic areas, such as reception areas, areas of ingress and egress, including stairways, stairwells, and handrails;
 - Common areas and frequently touched objects (e.g., tables, doorknobs or handles, light switches, phones) which should be disinfected on an hourly basis during business hours using EPA approved disinfectants;
 - All handles, hoses, spray nozzles, and other equipment before and after use on a customer;
 - All payment portals, credit card readers, pens, and styluses after each use.
- Hospital grade Environmental Protection Agency (EPA)-approved products are used to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, etc. Follow the product manufacturer's recommendations for contact time.
- An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the worker's job duties.
- Hard-surfaced, non-porous chair or large hard-surfaced or plastic baskets for clients to put their shoes on or in are available.
- All appliances at workstations and in treatment rooms are properly disinfected between each customer.
 - Non-porous implements, such as tweezers or scissors, are cleaned with hot, soapy water to remove any physical debris, rinsed and dried completely. Followed by immersing the implement in an EPA-registered disinfectant for the full contact time as stated by the manufacturer's directions. Items are removed at the end of contact time, rinsed, and dried with a clean paper towel.
 - For electrical implements such as magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray wipe to remove any physical debris. Followed with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer's directions. Use caution when using a spray and be sure your device is unplugged and do not spray into the motor.
 - For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and

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disinfection products. Consider use of wipeable covers for electronics. If no manufacturer's guidance is available, consider the use of alcohol-based wipes containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

- Treatment tables must be covered with either a treatment table paper, a clean towel, or a clean sheet after each use.
- Linens are removed (even if the customer did not get under them) and the bed or table is properly disinfected between customers.
- Workers wear disposable gloves when removing used linens, towels, and other draping, including blankets, and client draping for each treatment.
- All dirty linens, including towels, and smocks are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Do not shake dirty laundry.
- Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- The entire facility, including product display areas, are cleaned and disinfected at least daily.
- Floors are vacuumed when possible, instead of sweeping or other methods to prevent dispersing of pathogens into the air.
- All "test" products have been removed and discarded.
- Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants.
- Restrooms are free of any unnecessary products such as candles or other supplies.
- Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
- Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use.
If electronic or card payment is not possible, customers pay with exact cash payment or check.
- Optional - Describe other measures to promote infection control:

ADDITIONAL REQUIREMENTS FOR ESTHETICIAN, SKIN CARE AND COSMETOLOGY SERVICES

- Workers are required to wear face coverings at all times.
- Disposable gloves are required throughout the entire esthetic service and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Before leaving the treatment room, workers are required to remove and dispose of gloves, wash their hands or apply proper hand sanitizer, and use a paper towel or sanitizer wipe, to open and close the treatment room door while leaving the room.
- When wax pots are running low and new wax needs to be added, any remaining wax is emptied and the wax pot is cleaned and disinfected before refilling with new wax. Single use applicators are disposed of immediately after use in a lined trash bin. The trash bin has a lid and lined with a disposable plastic bag.
- Workers are required to wash their hands immediately upon finishing services.

ADDITIONAL REQUIREMENTS FOR MASSAGE SERVICES (NON-HEALTH CARE SETTINGS)

- Clients are required to wash their hands before any services are provided.
- The use of disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with pillowcases that can be removed and replaced between each client are being used.

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- If facial massage or other hands-on work to the face services are provided, non-latex gloves must be used. A client's face covering must remain on during service.
- Hand treatments are provided as the last part of the service.
- Workers are required to wash their hands immediately upon finishing massage services.

ADDITIONAL REQUIREMENTS FOR ELECTROLOGY SERVICES

- Electrology services must not be provided in the outdoor setting because they are invasive procedures that require a controlled hygienic environment to be performed safely.
- Electrologists are required to wear face coverings at all times and use disposable gloves during the client's entire treatment. Clients should wear a face covering at all times during treatment.
- Tweezers, rollers, and needle holder caps are properly cleaned and sterilized between each client.
- The use of disposable probes that do not require a probe tip or cap are used when possible. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder is cleaned and disinfected after each client.
- Needles used for electrolysis are single-use, disposable, pre-packaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.
- Ultrasonic cleaning units, forceps, and all containers, including their removable parts, are cleaned and disinfected between each client according to the manufacturer's instructions.

ADDITIONAL REQUIREMENTS FOR BODY ART PROFESSIONALS, TATTOO PARLORS, AND PIERCING SHOPS SERVICES

- Disposable gloves are worn throughout tattooing or piercing service and while performing cleaning and disinfection of all implements and surfaces after each customer session. Wearing gloves is to be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- Workers should ensure they wash their hands thoroughly with soap and water or use hand sanitizer immediately before putting on and after removing gloves.
- Piercing and tattooing services for the mouth/nose area may resume. Employees must comply with requirements of Section A of this Protocol regarding face coverings. Face shields are provided and shall be worn by employees when servicing customers not wearing a face covering while receiving services, such as piercing and tattooing services for the mouth/nose area. The face shield shall be worn in addition to the face covering. Face Coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Chairs should be arranged to ensure at least 6 feet of space between customers. Establishments should install divider shields or other impermeable barriers where appropriate.
- Workers should provide tattooing or piercing services for only one customer at a time.

ADDITIONAL REQUIREMENTS FOR NAIL SALONS

- Clients must wash their hands before nail services are provided.
- A plastic partition between worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure has been provided, when feasible.
- Only one manicurist works at each station with one service being provided at one time.

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- Clients are instructed that they must wear face coverings during the entirety of the service.
- Respirators are used by workers when ventilation is insufficient to reduce exposure below permissible exposure limits established in Title 8 Section 5155. In cases of chemical exposure, only elastomeric respirators with the correct chemical cartridge combined with a particulate filter are appropriate for use.
- Pedicure bowls must be disinfected with an EPA-registered disinfectant that is labeled as a bactericide, fungicide and virucide. Refer to manufacturer's instructions on concentration. For whirlpool foot spas, air-jet basins, or pipeless foot spas, disinfectant must be circulated for at least 10 minutes. Foot spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used. Pedicures done outside shall be limited to portable tubs/bowls and must be cleaned and disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide as described above. All disinfection should occur inside the nail salon and not in the temporary outdoor setting.
- Consider removing the nail polish display to reduce the number of touchpoints. In the absence of a nail polish display, a color palette may be used, which must be cleaned and disinfected after each client use. If the nail polish display is not removed, nail polishes should be cleaned and disinfected before being returned to the display. Disposable supplies are used whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
- If fans, such as pedestal fans or hard-mounted fans, are used in the indoor or outdoor salon, steps have been taken to minimize air from fans blowing directly from one person toward another. If fans are disabled or removed, monitor possible heat hazards and take steps to mitigate them.
- All single-use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, are used only once and immediately thrown away in a lined, lidded trash can.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering is posted at all entrances.
- Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations, including at entrances, include pictograms, and be made available digitally (e.g., through e-mail).
- Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or 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

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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:

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