

## Protocols for Shopping Center Operators: Appendix E

### Recent updates (Changes highlighted in yellow)

#### 12/6/20:

- In compliance with the State's Regional Stay at Home Order issued on December 3, 2020, and effective December 6, 2020 at 11:59PM (PST) and until further notice, all shopping centers must:
  - Limit occupancy to 20% of the overall mall or shopping center capacity. Occupancy is based on the Building Code.
  - Implement a system for monitoring shopping center occupancy.
  - Prohibit eating or drinking in the shopping center.
  - Institute special hours for seniors and others with chronic conditions or compromised immune systems.
- Holiday-oriented activities or events, including photos with Santa, are not permitted per the Regional Stay at Home Order.
- Face coverings must be worn by employees working in cubicles, including cubicles equipped with partitions. This is a temporary measure in compliance with the temporary HEALTH OFFICER ORDER issued on November 28, 2020. The requirement is effective from 12:01AM (PST) on November 30, 2020 until further notice.
- At all times when eating or drinking, employees must maintain a 6-foot distance from others and should do so outdoors, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom.

**11/28/20:** Indoor malls and shopping centers (including indoor swap meets) may be open at up to 20% of overall mall or shopping center capacity. Outdoor malls, outdoor shopping centers and outdoor swap meets may be open at up to 20% of overall mall or shopping center capacity.

#### 11/25/20:

- Updated to require non-essential operations at Shopping Centers to close between the hours of 10:00 p.m. and 5:00 a.m. in compliance with the Limited Stay at Home Order of the State Health Officer, issued November 19, 2020. The Stay at Home Order takes effect at 10:00 p.m. on November 21, 2020 and extends until further notice. Clarifies use of physical distancing.
- Outdoor dining areas must close. Restaurants may offer take-out, drive-thru or delivery.
- Updated to reflect changes to entry screening requirements to note whether an individual is currently under isolation or quarantine orders.

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

**Overall maximum occupancy in shopping centers as defined above is limited to 20% of maximum occupancy pursuant to the State's Regional Stay at Home Order, issued on December 3, 2020 and effective at 11:59PM**

(PST) on December 6, 2020 and until further notice. Indoor Businesses that are part of an indoor mall or shopping center and are only accessible from inside the shopping center may open up to 20% maximum occupancy or for curbside pick-up.

In compliance with the State's Regional Safer at Home Order, any events or gatherings, including holiday-oriented activities such as photos with Santa, tree lightings, or menorah lightings, are not permitted.

Shopping centers and non-essential businesses located within shopping centers must close for business between the hours of 10:00 PM and 5:00 AM. Essential businesses located within the shopping center may continue to operate outside these hours. All lessees should follow DPH protocols for the appropriate sector and all applicable state and local laws and regulations.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document.

Additional protocols relevant to Shopping Center Operations must also be followed:

- Personal Care Services
- Restaurants
- Retail Establishments

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

**All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.**

**Business name:**

**Facility Address:**

**Maximum Occupancy, per Building Code:**

**Approximate total square footage of space open to the public:**

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

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
  - Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home has been provided to employees. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 exposures occurring between March 19 and July 5 pursuant to the Governor's [Executive Order N-62-20](#).
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- [Entry screenings](#) are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation and quarantine orders. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- In the event that 3 or more cases are identified within the shopping center workforce or within any business that is part of the shopping center within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager is assigned to the cluster investigation to help guide the facility response. The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should use a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.

- In compliance with HEALTH OFFICER ORDER FOR CONTROL OF COVID-19: TIER 1 SUBSTANTIAL SURGE RESPONSE issued November 28, 2020, all employees must wear face coverings at all times except when working alone in private offices with closed doors or when eating or drinking. The exception made previously for employees working in cubicles with solid partitions exceeding the height of the employee while standing is overridden during the effective period of the temporary order, from 12:01AM (PST) on November 30, 2020 and until further notice.
- To ensure that masks are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers.
- Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables six feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Where possible, outdoor break areas have been created and are equipped with shade covers and seating that enables employees to maintain a 6-foot physical distance at all time from others.
- Employees are instructed to wash or replace their face coverings daily.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected **hourly**, on the following schedule:
  - Break rooms \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Other \_\_\_\_\_
- In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Disinfectant and related supplies are available to employees at the following location(s):  
\_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):  
\_\_\_\_\_
- Employees are allowed frequent breaks to wash their hands.
- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.

- Optional—Describe other measures:
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## B. MEASURES TO ENSURE PHYSICAL DISTANCING

- Maximum occupancy rules for shopping centers (indoor and outdoor) and for retail businesses that are part of the shopping center may not exceed 20% maximum occupancy, provided that 6 feet of physical distancing among customers and employees can always be maintained. Where feasible, parking is limited to further enforce maximum occupancy limits.
- Tenants that have an outside entrance that is normally accessible to the public from the exterior of the mall or shopping center may continue their current modified operations in compliance with applicable DPH protocols at a maximum of 20% occupancy. Open-air shopping centers, such as swap meets, are to ensure that vendors space tables, canopies, and other displays in accordance with appropriate physical distancing requirements or ensure other impermeable barriers are in place.
  - Maximum number of customers in facility limited to: \_\_\_\_\_
- The shopping center monitors all entrances in order to track occupancy. Where possible, provide a single, clearly designated entrance and separate exit to help maintain physical distancing.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a cloth face covering may be posted near the door but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- On-property security staff actively remind and encourage customers and the public to comply with the physical distancing standards.
- Retailers that choose to offer curbside pick-up should set pick-up times for items so that employees are able to bring pre-ordered items customers at a designated site or sites outside the mall. Pick-up sites should be clearly marked, and customers should be encouraged to pre-pay for their orders. On arrival, customers should notify the employees that they have arrived for pick-up and should remain in their car. An employee, wearing a cloth face covering should bring the customer's order to the designated pick-up site in a container (e.g., a bin, shopping cart, or other container) and place it directly in the customer's trunk.
- Essential services that operate inside a shopping center such as medical services (clinics or optometrists) may continue to operate.
  - As much as feasible other methods such as telemedicine options or on-line services should be offered.
- An employee (or employees if there is more than one entrance) wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers to direct customers to the appropriate pick-up site.
- Tape or other markings identify both a starting place for customers arriving for pick-up and 6-foot intervals for subsequent customers who are joining the line.
- Employees, wearing face coverings and gloves, are positioned 6 feet from each other and from customers to deliver orders to customers. Bins should be used to pass packaged, pre-ordered merchandise to customers to avoid personal contact between employees and customers. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among workers and customers in all shopping center locations. This may include



use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and customers should stand).

- Develop and implement controlled foot traffic and crowd management strategies that enable at least six feet physical distancing between customers. This can include requiring foot traffic be one-directional and guiding customers with visual cues, physical props, and signage.
- Provide clearly designated entrances and separate exits, if feasible and appropriate for the space, to help maintain physical distancing and support crowd control. Wherever possible, doors should be left open if they do not open and close automatically. Work with tenants to create queue systems for customers outside individual stores while still maintaining physical distance, if necessary.
- Shopping center operators, retail tenants, and vendors should collaborate to develop store entry queuing systems that do not disrupt foot traffic or violate physical distancing requirements. Consider and encourage alternate entry to retail tenant facilities, including digital reservations for entry and pre-order guidelines.
- Vendor carts or kiosks should only be permitted to operate in shopping center aisles or walking areas if they do not interfere with updated foot traffic measures or inhibit physical distancing requirements. Reconfigure vendor carts or kiosks, where necessary, to ensure queuing does not impede physical distancing requirements.
- Open-air shopping centers, such as swap meets, should ensure that vendors space tables, tents, and other displays are in accordance with appropriate physical distancing requirements or ensure other impermeable barriers are in place.
- Shopping center operators, retail tenants and vendors should collaborate to develop a shopping center operation plan that enables tenants to operate safely inside and outside the shopping center and to ensure compliance with all applicable DPH protocols and state and local laws and regulations.
  - Outdoor public seating areas (e.g., chairs, benches and other public spaces) are reconfigured to support physical distancing. Customers are reminded that they may not consume food or beverages anywhere on the shopping center property.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

### C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces. See public health guidance on how to optimize [ventilation](#).
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized **hourly**. Describe:  

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

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- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.
- Customers arriving at the establishment are reminded to wear a face covering at all times while in the shopping center or on the grounds of the shopping center. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever, chills and whether the individual is currently under isolation or quarantine orders. 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.
- Customers arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- Customers have access to proper sanitation products, including hand sanitizer, tissues and trash cans.
- Fitting rooms that are open for use by customers are monitored by staff. Any clothing that is tried on but not purchased is set aside for 24 hours before being returned to the racks or shelves.
- Children's play areas or other amenities such as carousels, rides, or arcades remain closed.
- Movie theaters, family entertainment activities, and bars located within the shopping center remain closed.
- Indoor mall or shopping center food court dining and seating areas must close, until further notice. Restaurants that can only be accessed from inside an indoor mall or shopping center (such as a food court) may offer indoor counter services for the ordering of food or beverages in person by customers for pick-up or outside delivery. All food and beverages must be taken outside the indoor mall or shopping center for consumption. All outdoor dining areas must close. The public may not consume food or beverages while inside an indoor mall or shopping center.
- Those restaurants within a mall or shopping center that can also be accessed from outside of the shopping center can offer take-out, drive-thru, or delivery service in compliance with DPH [Protocols for Restaurants](#). All outdoor dining areas must close.
- Optional - Describe other measures (e.g. providing senior-only hours, encouraging online ordering/pick-up of orders, incentivizing non-peak sales):

#### D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at shopping malls, swap meets, and other outlets that reminds customers to maintain physical distancing of six feet, the need to wear a face covering at all times, the importance of regular handwashing and the need to stay home if they are feeling ill or have symptoms of COVID-19.
- Signage throughout the shopping center that reminds customers that there is no eating or drinking anywhere at the establishment.
- Signage throughout the shopping center indicates to customers where to find the nearest hand sanitizer dispenser.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, limited occupancy, any policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

**E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

- Dedicated shopping hours for vulnerable populations, including seniors and those medically vulnerable have been instituted, if appropriate, preferably at a time following a complete cleaning.
- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

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

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

**Business  
Contact Name:**

\_\_\_\_\_

**Phone number:**

\_\_\_\_\_

**Date Last  
Revised:**

\_\_\_\_\_