

## Protocols for Shopping Center Operators: Appendix E

**Effective Date: 12:01am on Monday, April 5, 2021**

### Recent Updates (Changes highlighted in yellow)

**4/2/21:**

- Indoor max occupancy for shopping centers can be increased to 75% based on applicable building or fire code occupancy. Indoor occupancy at individual retailers located within shopping centers is limited to 75% occupancy based on applicable building or fire code occupancy.
- Food courts may reopen at 50% max occupancy or 200 people, whichever is fewer based on applicable building or fire code occupancy. Food purchased in the food court may only be consumed at a designated indoor or outdoor dining area. Food court tables must be spaced at least 8 feet apart. All food court restaurant operators must comply with LACDPH Protocol for Restaurants.

COVID-19 case rates, hospitalizations, and deaths continue to fall, but community spread still remains moderate. COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

Due to Los Angeles County entering the “Orange Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Shopping Center Operators should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

The County of Los Angeles Department of Public Health (LACDPH) is following State guidance to help keep shopping centers, malls, and swap meets and their tenant retail businesses remain open with modifications during this stage of the pandemic. The requirements below are specific to indoor and outdoor 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 (“tenants and vendors”) 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 at shopping centers, as defined above, is limited to 75% of maximum occupancy. Indoor Businesses that are part of an indoor mall or shopping center are also limited to 75% maximum occupancy.

All permanent and fixed outdoor seating that is open to the public must have signage posted in a conspicuous place at or near any permanent seating that reminds patrons of the requirements to wear a of face mask, to practice physical distancing and to not eat or drink while on shopping center property. All common areas located within the shopping center or mall must be closed. All temporary or moveable tables and chairs, not located in a designated indoor or outdoor dining area, located on shopping center property must be removed from publicly accessible areas or closed to the public. The public/visitors must be reminded that when not seated at a designated dining area, no eating or drinking is allowed on the shopping center property. The public/visitors may only eat or drink in indoor and outdoor designated dining areas that comply with the Protocol for Restaurants, Appendix I. Tables must be spaced to allow for at least 8 feet of distance between tables, measured from one table edge to the next table edge. Unless operated by a restaurant, tables should seat no more than 4 persons.

Family entertainment activities located within a shopping mall (e.g., bowling alleys, standalone children’s rides, etc.) may be permitted to reopen in compliance with LA County DPH [Protocols for Family Entertainment Centers](#).

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
- Bars

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:**

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**Facility Address:**

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**Maximum Occupancy, per Building Code:**

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**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](#).
- Entry screenings are conducted before employees, **volunteers, delivery personnel, and contractors** may enter the workspace, in compliance with the [DPH Entry Screening guidance](#). 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.
  - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for work for that day.
  - Positive Screen (Not Cleared):
    - If the person **was not fully vaccinated<sup>1</sup> against COVID-19 and** had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation).
- 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](#)

<sup>1</sup> People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

to COVID-19 in the workplace.

- 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 must report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821 or on-line at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). 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 mask](#) that covers the nose and mouth. For more information, see LAC DPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. The face mask is to be worn by Employees who have been instructed by their medical provider that they should not wear a face mask must 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 must not be used. All employees must wear face masks 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 until further notice.
- To ensure that masks are worn consistently and correctly, employees are prohibited 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. COVID-19 transmission is more likely to occur when employees not wearing face masks are together.
- 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 sign 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 at least eight 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 masks 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 75% 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 75% 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 must strictly and continuously meter the entry and exit of customers at all entrances in order to track occupancy and ensure compliance with indoor capacity limits. Retailers that are inadequately or not metering or appear to be over-capacity may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite public health inspector. Where possible, provide a single, clearly designated entrance and separate exits 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 an appropriate face mask 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 or shopping center has reached its occupancy limit.
- If applicable, on-property security staff actively remind and encourage customers and the public to comply with the physical distancing standards and remind patrons and visitors that on-site eating and drinking is not permitted except in a designated dining area.
- 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 an appropriate face mask 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.



- An employee (or employees if there is more than one entrance) wearing an appropriate face mask 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 masks 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.
- Common areas located within the indoor mall or shopping center are closed.
- All temporary or moveable tables and chairs located on shopping center property must be removed from publicly accessible areas or closed to the public. The public/visitors must be reminded that no eating or drinking is allowed on the shopping center property, except in the designated dining areas.
- 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. Effective ventilation is one of the most important ways to control small aerosol transmission. 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 California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information. Please Note: Ventilation and

other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face masks (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.

- Customers arriving at the establishment are reminded to wear a face mask at all times while in the shopping center or on the grounds of the shopping center, except while eating/drinking in a designated dining area. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed not to wear a face mask by their medical provider must 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. Face masks with one-way valves must not be worn. To support the safety of your employees and other visitors, a face mask 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.
  - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.
  - Positive Screen (Not Cleared):
    - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must return home immediately to quarantine. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation).
- 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.
- 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 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 or shoes that are tried

on but not purchased are set aside for 24 hours before being returned to the racks or shelves.

- Indoor mall or shopping center food court dining areas may be open at **50%** max occupancy based on applicable Building or Fire Code Occupancy. All indoor and outdoor dining areas must comply with Los Angeles County DPH Protocols for Restaurants: Appendix I. For designated indoor or outdoor dining areas, plexiglass or other barriers do not substitute for the required 8 feet distance between tables and 6 feet distance between diners. The public may not consume food or beverages anywhere on the property of the mall or shopping center except for the designated dining areas.
  - Optional - Describe other measures (e.g. providing senior-only hours, encouraging online ordering/pick-up of orders, incentivizing non-peak sales):
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#### **D. MEASURES THAT COMMUNICATE TO THE PUBLIC**

- A copy of this protocol, or if applicable, the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- 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 mask 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. See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by businesses.
- Signage throughout the shopping center reminds customers that there is no eating or drinking inside the indoor shopping center except in the designated indoor dining area at the food court and in any designated outdoor dining areas.
- 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 masks, 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:** \_\_\_\_\_