San Francisco continues to experience a rapid and significant surge in COVID-19 cases with current projections to overload our hospitals and healthcare systems. In accordance with the State’s recent limited stay at home order, San Francisco will comply and take action to stop the increase in cases. Accordingly, the Health Officer is suspending and restricting certain indoor and outdoor businesses and activities. Businesses must implement the rollbacks in business capacities and other activities required under the amendments to the Order by 10 p.m. on December 06, 2020. If the surge in cases continues, the Health Officer may further restrict or suspend other activities currently allowed under Health Officer Order C19-07.

**Important Note:** The Health Officer ordered suspensions or restrictions on capacity limits of the activities as shown in the table below. Suspended or restricted businesses may still engage in Minimum Basic Operations as defined in Health Officer Order C19-07. These suspensions or restrictions amend any related orders, directives, or guidance. All impacted people and entities are required to adhere to these new limits and must otherwise continue to monitor and comply with all applicable Health Orders and Directives.

### Business Capacities and Activities Table

<table>
<thead>
<tr>
<th>Activity and Amended Order or Directive</th>
<th>Affected Groups</th>
<th>Indoor or Outdoor</th>
<th>Change as of effective date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>Retail Stores, Indoor Shopping Centers, Grocery Stores</td>
<td>Indoor</td>
<td><strong>RESTRICTED as of Sunday, December 06, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. Implement Metering System to enforce Capacity Limits.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Total Capacity Limits for all Retail <strong>reduced to 20%</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3. Provide Special Hours for Older Adults and those with Health Risks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4. No Indoor Non-Essential Retail from 10pm–5am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outdoor</td>
<td><strong>RESTRICTED as of Sunday, November 29, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. No Outdoor Retail from 10pm–5am</td>
</tr>
<tr>
<td>Dining</td>
<td>Restaurants, Bars with food, Shopping malls with food, Hotels with Restaurants, Museums, Zoos and Aquariums with Restaurants, Gyms with food, Office Cafeterias</td>
<td>Indoor</td>
<td><strong>SUSPENDED as of Saturday, November 14, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. No Indoor Dining allowed. Suspended until further notice.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Take-out and delivery only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outdoor</td>
<td><strong>SUSPENDED as of Sunday, December 06, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. No Outdoor Dining allowed. Suspended until further notice.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Take-out and delivery only</td>
</tr>
<tr>
<td>Gyms / Fitness Centers</td>
<td>Gyms, Fitness Centers</td>
<td>Indoor</td>
<td><strong>SUSPENDED as of Sunday December 06, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outdoor</td>
<td><strong>RESTRICTED as of Sunday, December 06, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. Total Capacity Limit <strong>reduced to 12 people</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. No Outdoor Gym / Fitness Center from 10pm–5am</td>
</tr>
<tr>
<td>Personal Services</td>
<td>Hair Salons, Barber Shops, Nail Salons, Massage, Estheticians, Skin Care, Cosmetology, Electrology, Tattooing, Piercing, Microblading</td>
<td>Indoor</td>
<td><strong>SUSPENDED as of Sunday, December 06, 2020</strong></td>
</tr>
<tr>
<td>Directive 2020-30</td>
<td></td>
<td></td>
<td>1. No Indoor Personal Services allowed. Suspended until further notice.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outdoor</td>
<td><strong>SUSPENDED as of Sunday, December 06, 2020</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. No Outdoor Personal Services allowed. Suspended until further notice.</td>
</tr>
<tr>
<td>Movie Theaters</td>
<td>Movie Theaters</td>
<td>Indoor</td>
<td><strong>SUSPENDED as of Sunday, November 29, 2020</strong></td>
</tr>
<tr>
<td>Order C19-07 Appendix C-1 Directive 2020-35</td>
<td></td>
<td></td>
<td>1. No Indoor Movie Theaters allowed. Suspended until further notice.</td>
</tr>
</tbody>
</table>
| **Museums, Aquariums, and Zoos**  
| Directive 2020-32 | **Hotels and Lodging Facilities**  
| Directive 2020-29 | **Office Facilities**  
| Directive 2020-18 | **Religious and Cultural Ceremonies**  
| Directive 2020-34 | **Playgrounds and Family Entertainment Centers**  
| Directive 2020-36 Appendix C-1 | **Outdoor Recreation**, including **Tennis, Pickleball, Golf and Swimming Pools**  
| Order No. C19-07 Appendix C-2 Directive 2020-15 | **Gatherings (Drive-In)**  
| Order No. C19-07 Appendix C-2 | **Gatherings (Religious Activities and Political Protests)**  
| Order No. C19-07 Appendix C-2 | **Gatherings (Meal)**  
| Order No. C19-07 Appendix C-2 | **Gatherings (Small Outdoor)**  
| Order No. C19-07 Appendix C-2 | **Indoor**  
| **SUSPENDED as of Sunday, November 29, 2020**  
1. No Indoor Museums, Aquariums, and Zoos. Suspended until further notice.  
**RESTRICTED as of Sunday, December 06, 2020**  
1. No Non-Essential Visitors from Out of State unless the visitor quarantines for beginning of the stay.  
**RESTRICTED as of Tuesday, November 17, 2020**  
1. Nonessential offices restricted until further notice.  
**RESTRICTED as of Sunday, December 06, 2020**  
1. No Indoor Religious and Cultural Ceremonies. Suspended until further notice. Only Exception is Indoor Individual Prayer.  
2. No Indoor Individual Prayer from 10pm-5am  
**Outdoor**  
1. See Gatherings (Religious Activities and Political Protests)  
**RESTRICTED as of Sunday, December 06, 2020**  
1. No Playgrounds and Family Entertainment Centers. Suspended until further notice.  
**RESTRICTED as of Sunday, December 06, 2020**  
1. Total Capacity Limits: Golf, Tennis and Pickleball with only members of the same Household  
2. Total Capacity Limits: up to 2 swimmers from different households per 300 Sq Ft of Shared Outdoor Swimming Pool Space.  
3. No Outdoor Recreation from 10pm-5am unless alone or with members of the same Household.  
**RESTRICTED as of Sunday, December 06, 2020**  
1. No Gatherings (Drive-In) allowed. Suspended until further notice.  
**RESTRICTED as of Sunday, November 29, 2020**  
1. Total Capacity Limit of up to 200 people  
2. No Outdoor Special Gatherings from 10pm-5am  
**RESTRICTED as of Sunday, December 06, 2020**  
1. Outdoor Meal Gatherings with only members of the same Household (maximum 6 people if away from the home)  
2. No Outdoor Meal Gatherings from 10pm-5am  
**RESTRICTED as of Sunday, December 06, 2020**  
1. Total Capacity Limit with only members of the same Household, no eating or drinking (maximum 12 people if away from the home)  
2. No Small Outdoor Gatherings from 10pm-5am |
Exhibit A to Health Officer Directive No. 2020-17 (issued 6/13/20)

Best Practices for Retail Businesses Offering In-Store Shopping or Services

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 6 and subsection 15.h of Health Officer Order No. C19-07e (the “Stay-Safe-At-Home Order”), each Retail Business that operates in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.

Requirements:

1. **Section 1 – Requirements For Retail Businesses Offering In-Store Goods or Services:**

   1.1. To minimize the number of customers entering the facility, Retail Businesses that open for in-store operations are strongly encouraged to continue offering alternatives to in-store shopping. For example, Retail Businesses should consider offering or enhancing policies permitting outdoor curbside pickup and drop-off of goods, scheduling of appointments, delivery, and e-commerce. Retail businesses offering curbside pickup or drop-off must continue following the Best Practices for curbside retail contained in Directive 2020-10b (and any future amendment to that directive) for those operations.

   1.2. Make any necessary adjustments to the layout of the Retail Business to allow for proper social distancing. Such changes may include using separate doors as entrances and exits for the facility; creating one-way aisles; adding markers to the floor space to assist with social distancing; spacing racks or shelves six feet or more apart; staggering point of sale terminals; or widening high-traffic areas.

   1.3. Adjust maximum occupancy rules based on the size of the facility to limit the number of people (including customers and Personnel) to the lesser of: (1) 50% the facility’s normal maximum occupancy or (2) the number of people who can maintain at least six feet of physical distance from each other in the facility at all times.

   1.4. Establish a protocol and train Personnel to routinely and safely clean the facility in a manner that complies with the requirements contained in the Social Distancing Protocol (contained in Health Officer No. C19-07e, issued on June 1, 2020 and any future amendment to that order) (the “Social Distancing Protocol”). Retail Businesses are strongly encouraged to adjust their business hours to provide extra time for cleaning.

   1.5. Ensure customers and Personnel comply with the Social Distancing Protocol. At a minimum, each Retail Business must:

      1.5.1. Require all Personnel to comply with the Face Covering (as provided in Health Order No. C19-12b issued on May 28, 2020, and any future amendment to that order) (the “Face Covering Order”), wash hands frequently before handling merchandise, and maintain physical distance of at least 6-feet to the extent possible.

      1.5.2. Establish designated areas/lines with markings on the ground to indicate 6-foot distancing for patrons.

      1.5.3. Create directional paths of travel where feasible (e.g. separate entrance and exit for patrons, lines for restrooms).

      1.5.4. Advise customers that they must comply with the Face Covering Order.
1.6. Establish procedures for safe handling and sanitization of returned merchandise that can be safely cleaned, such as goods with hard, non-porous surfaces. Such items must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol. Consider encouraging customers to send returns or exchanges by a delivery service to reduce unnecessary contact. If feasible, Retail Businesses should isolate returned merchandise that cannot be sanitized for twenty-four hours before returning it to the sales floor.

1.7. Limit the number of customers waiting in line to enter the Retail Business at any one time to a number that allows for customers and Personnel to easily maintain at least six feet of distance from one another and allows sufficient sidewalk space to allow safe pedestrian right-of-way at all times.

1.8. Provide customers with access to hand sanitizer, such as near entrances and exits and at the register or other point-of-sale locations. Provide signage in the store encouraging customers to use hand sanitizer before touching merchandise. The signage must also strongly encourage customers refrain from touching merchandise unnecessarily and to only touch items they are interested in purchasing. Personnel must routinely sanitize merchandise and other high-touch surfaces that can be safely cleaned in a manner that complies with the requirements contained in the Social Distancing Protocol.

1.9. Prohibit customers from self-sampling products in-store, such as perfumes, makeup, or skincare and haircare products. Retail Businesses may permit Personnel to offer samples of non-edible products, but only if the samples can be provided while maintaining at least six-feet of distance between the Personnel and customers and using single-use, disposable materials, such as plastic applicators or containers. Retail Businesses may not offer samples of edible products.

1.10. Consider closing restrooms in the facility to customers. If the restroom will remain open to customers, the Retail Business must comply with the sanitation requirements of the Social Distancing Protocol. Retail Businesses are also highly encouraged to monitor use of restrooms by either requiring a key to access or stationing a bathroom attendant nearby.

1.11. Retail Businesses must establish a training procedure for Personnel to educate them about cleaning and social distancing requirements. Retail Businesses are highly encouraged to provide Personnel with training on de-escalation techniques for addressing customers to refuse to comply with the Social Distancing Protocol or Face Covering Order.

2. Section 2: Requirements Specific to Retail Businesses Selling Clothing or Other Items that Come Into Contact with the Body

2.1. Consider closing fitting rooms to customers. If fitting rooms remain open, the Retail Business must take the following precautions:

   2.1.1. Provide customers with hand sanitizer in or near the fitting room and require that they use it before and after trying on clothing.

   2.1.2. Ensure fitting rooms are routinely sanitized, including cleaning all non-porous surfaces in a manner that complies with the sanitation guidance contained in the Social Distancing Protocol.
2.1.3. If the fitting room has a curtain that cannot be routinely sanitized, consider replacing it with a different type of covering that can be sanitized.

2.1.4. Assign and train Personnel to attend fitting rooms to ensure proper sanitization.

2.2. Require customers to wear Face Coverings while they are trying on merchandise.

2.3. After a customer tries on merchandise, if the item is not purchased by the customer, the item should be returned to Personnel for cleaning or sanitizing if feasible. For example, Retail Businesses are strongly encouraged to steam-clean clothing before returning it to the sale floor.