For Pharmacies, Farmers’ Markets, Grocery Markets, and Hardware Stores

Business name: Click or tap here to enter text.
Facility Address: Click or tap here to enter text.

You may contact the following person with any questions or comments about this protocol:
Name: Click or tap here to enter text. Phone number: Click or tap here to enter text.

Each business that is subject to Health Officer Directive No. 2020-07 must create, post, and educate Personnel regarding a Health and Safety Plan that addresses each item listed below. The business may use this fillable form to complete the requirement or may create its own document that addresses each of these items. The business should provide details, such as explaining where items are posted, how it educates Personnel, or how it does other things that are required. If an item does not apply, the business may write “N/A” or “none” or “does not apply” and also provide any relevant information to explain why an item is inapplicable if there is any potential for confusion. Entire sections or pages may be omitted if they do not apply as long as the business includes a statement about them not applying. The first two sections include Signage, Education, and General Requirements that apply to each business. The remaining sections apply only to the aspects of the business that include the listed types of services. A form-fillable electronic document for this purpose is available online at www.sfcdcp.org/covid19.

General Requirements (each item in Sections 1 and 2 below applies to each Pharmacy, Farmers’, Grocery Market, and Hardware Store)

1. **Section 1 –Signage and Education:**

1.1. Post signage at each public entrance of the facility or location to inform all Personnel and customers that they must: avoid entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at https://sf.gov/outreach-toolkit-coronavirus-covid-19. Click or tap here to enter text.

1.2. Post a copy of the Social Distancing Protocol at each public entrance to the facility or location. Click or tap here to enter text.

1.3. Post a copy of the Health and Safety Plan at each public entrance to the facility or location. Click or tap here to enter text.

1.4. Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan. Click or tap here to enter text.

1.5. Educate all Personnel of the requirements of the Social Distancing Protocol and the Health and Safety Plan that apply to them. Click or tap here to enter text.
1.6. Update the Health and Safety Plan as appropriate while the Directive is in effect. 

2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:

2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick. 

2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at www.sfcdcp.org/covid19 (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel. 

2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City before each person enters work spaces or begins a shift. If such a review is not feasible because the Essential Business does not directly interact with some Personnel onsite daily, then that Essential Business must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Essential Business that they are okay to begin the shift such as through an app, website, or phone call. Each Essential Business must keep a daily log or other record of all such reviews and reports for all Personnel in the City.

2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at www.sfdph.org/dph/alerts/coronavirus-healthorders.asp) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter in order to return to work as long as they have met the requirements outlined on the Attachment.

2.5. In the coming weeks the Department of Public Health is likely to issue guidelines requiring Essential Businesses and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. At least weekly, check the following website for any testing requirements for employers and businesses: www.sfcdcp.org/covid19. If requirements are added, ensure that the Health and Safety Plan is updated and that Essential Business and all Personnel comply with testing requirements.
2.6. Instruct all Personnel and customers to maintain at least six-feet distance from others except when momentarily necessary to facilitate payment and hand off items.

2.7. Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at https://sf.gov/outreach-toolkit-coronavirus-covid-19. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned prior to the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Essential Business should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.

2.8. Require customers to wear a Face Covering while waiting in line outside or within the facility or location. This includes taking steps to notify customers they may not enter without a Face Covering and will not be served if they are in line or enter without a Face Covering, refusing to serve a customer without a Face Covering, and taking steps to remove that customer, as further provided in the Face Covering Order. The Essential Business may provide a clean Face Covering to customers before entry. Permit customers to obtain service who are excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.

2.9. Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan.

2.10. Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location, as well as customers (if the facility or location has a public restroom). Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift.

2.11. Provide hand sanitizer effective against COVID-19 at entrances and points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for customers and certain Personnel who are on-site at the Essential Business’s location. But for Personnel who shop, deliver, or drive in relation to their work, the Essential Business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Essential Business does not provide sanitizer to such shopping, delivery, or driving Personnel, the Essential Business is not allowed for that aspect of its service to operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here: https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19.
2.12. Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces, including but not limited to: shopping carts and baskets; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2.

2.13. Frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.

2.14. Assign Personnel to disinfect shopping carts and baskets after each use and take steps to prevent anyone from grabbing used carts and baskets before disinfection.

2.15. Provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2.

2.16. Establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.

2.17. Suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.

2.18. When possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.

2.19. Advise Personnel that it is recommended for them to change clothes and shoes before or upon arriving at home after a shift in order to reduce the chance of their clothing or shoes exposing anyone in the household to the virus and that such clothing should be cleaned before being used again.

2.20. Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.
2.21. Prohibit customers from using their own shopping bags or mugs, cups, or other re-fillable containers brought from home. But, customers are permitted to use push carts to help them carry or transport items as well as wheelchairs, canes, or other mobility assistance devices.

2.22. Recommend that customers should not touch or handle items without purchase of the item being handled. Customers should be encouraged through posted signs to select items only via visual examination. This guidance is converted into a requirement in relation to produce and Personnel who shop for others as outlined elsewhere in these Best Practices and other Health Officer directives.

2.23. For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.

2.24. If an employee or other Personnel tests positive for COVID-19, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available online at sf.gov/business-guidance-if-staff-member-tests-positive-covid-19.

2.25. Limit the number of customers in the facility or location at any one time to a number that allows for customers and Personnel to easily maintain at least six foot distance from one another at all times.

2.26. Post Personnel at the door to the facility or location to ensure that the maximum number of customers in the facility or location is not exceeded. Once the maximum number of customers is reached, customers should only be allowed to enter when another customer exists. Also, the facility or location can slow down customer entry to prevent buildup of congestion in the store or lines at checkout.

2.27. For items that sell out quickly, place per-person limits on items and space out restocking during the day to reduce crowds and lines.

2.28. Place tape or other markings on the floor at least six feet apart in customer line areas inside the facility or location and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.

2.29. Based on the customer mix of the store, provide when appropriate an hour or more for shopping for vulnerable populations at the start of the day right after the store has been sanitized. This is not a requirement but is strongly recommended when appropriate for the business.

2.30. When stocking shelves, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by
touching face or hair or being exposed to other soiled surfaces.

Click or tap here to enter text.

2.31. Have Personnel monitor compliance by third-party commercial shopping services with the Social Distancing Protocol and the Health and Safety Plan. Non-compliant third-party commercial shoppers should be warned about violations and, if they persist, escorted off premises without being able to complete their shopping. The facility or location should also provide feedback to the third-party commercial shopping service about repeated non-compliance and notify the Department of Public Health. It is important that third-party commercial shopping services do not overwhelm other customers who are shopping. Violations may be reported online at: [https://sf.gov/report-health-order-violation](https://sf.gov/report-health-order-violation). Ensure that any shopping service run by the facility or location itself follows these rules and does not overwhelm other customers who are shopping.

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2.32. Remove or close customer seating areas including tables and chairs inside the facility or location (except as relates to waiting for Pharmacy services, addressed in more detail below).

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2.33. Ensure that all Personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.

Click or tap here to enter text.

2.34. Require Personnel to wash hands frequently, including:

- When entering the kitchen or food preparation area
- Before starting food preparation or handling
- After touching their face, hair, or other areas of the body
- After using the restroom
- After coughing, sneezing, using a tissue, smoking, eating, or drinking
- Before and after handling raw food
- Before putting on gloves
- After engaging in other activities that may contaminate the hands

Click or tap here to enter text.

2.35. Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.

Click or tap here to enter text.

2.36. Provide a personal handwashing station if a common handwashing area is not readily available. An instruction guide on how to create a handwashing station is available online at [https://www.sfdph.org/dph/EH/Food/Handwash.asp](https://www.sfdph.org/dph/EH/Food/Handwash.asp).

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Additional Requirements Specific to Certain Types of Essential Businesses

3. **Section 3 – Pharmacy Requirements** (applies to each Pharmacy or Grocery Store if it contains a Pharmacy):
3.1. If the Pharmacy offers a delivery service for medications or over-the-counter healthcare supplies, then the Pharmacy must have a sign posted reminding customers of that service and encouraging its use.
Click or tap here to enter text.

3.2. The Pharmacy should encourage customers to submit orders and payment in advance by phone or online.
Click or tap here to enter text.

3.3. If the Pharmacy has a waiting area, ensure that chairs are not close together or mark chairs that are not to be used in order to ensure social distancing of at least six feet between chairs. All such seating areas must be sanitized as high-touch surfaces as outlined in Section 2, above.
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3.4. Discontinue the use of magazines and other shared items in waiting areas.
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3.5. Discontinue the use of self-serve blood pressure or other diagnostic equipment.
Click or tap here to enter text.

3.6. Ensure that waiting lines and interactions with pharmacy technicians and cashiers comply with the requirements for lines and interactions with staff listed in Section 2, above.
Click or tap here to enter text.

3.7. Personnel should avoid handling customer insurance cards when possible. Instead, the Pharmacy should encourage a customer submit card information online or via an app if possible or read aloud the information to the pharmacy technician/cashier (in a manner that minimizes the ability of other customers to overhear).
Click or tap here to enter text.

4. **Section 4 – Food Handling Requirements for Prepared Food and Produce** (applies to each Pharmacy, Farmers’ Market, Grocery Store, or Hardware Store if it has prepared foods or produce):

4.1. Provide gloves for all Personnel handling food. Provide training for Personnel on glove use, including how to properly put on (after handwashing) and take off gloves and when to replace gloves when they are soiled or damaged. Single use gloves should be used for only one task and should be discarded when damaged, soiled or when food handling is interrupted. All existing industry rules and regulations regarding use of gloves must also be followed.
Click or tap here to enter text.

4.2. Prevent customers from self-serving any food-related items that are not pre-packaged, including at hot bars, cold bars, salad bars, beverage stations, buffets, bulk-item areas, and produce areas. To do this, ensure that:

4.2.1. Lids for cups and containers are placed on the item by staff or offered individually to the customer and must not be available to customers for self-service.
Click or tap here to enter text.

4.2.2. Bulk-item food bins must not be made available for customer self-service use. This prohibition includes gravity-fed bulk-item dispensers. If a facility wishes to offer

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bulk-item foods, then the bulk-item area must be separated from customer access and Personnel must provide items in response to customer request.

4.2.3. Prevent customers from handling any produce without purchase of the produce handled. The selection of produce may be conducted only via visual examination. Customers must be prohibited from sampling, smelling, or handling items they do not purchase. Post signage above produce reminding customers to not touch items they are not buying.

4.3. Prohibit sampling of foods for in-store tasting except as handed out by Personnel from behind a counter or table and without touching the customer’s hands.

4.4. All prepared foods must be sold to go/for consumption off-site and not for consumption at the location.

4.5. All prepared food must be prepared at a food facility that is permitted and inspected by the San Francisco Department of Public Health, or if not by the San Francisco Department of Public Health, then by either the California Department of Public Health or another jurisdiction’s local Environmental Health department pursuant to California Retail Food Code requirements.

5. Section 5 – Additional Requirements for Farmers’ Markets (applies to each Farmers’ Market):

5.1. Notify Farmers’ Market vendors to not attend the market if they are sick. The cancellation charge must be temporarily waived for vendors not attending because of illness.

5.2. Require vendors to bring and use a personal handwashing station if a common handwashing area is not readily available. An instruction guide on how to create a handwashing station is available online at https://www.sfdph.org/dph/EH/Food/Handwash.asp.

5.3. Vendors must, between deliveries and at the beginning and end of the market shift, clean and sanitize high-touch surfaces as well as surfaces within the vendor’s vehicle(s) that come into contact with bags, containers, or bins used to secure the food during transport or that are high-touch.

5.4. Limit the number of customers in the vendor stall at any one time to a number that allows for customers and Personnel to easily maintain at least six-foot distance from one another at all practicable times, and create a physical buffer (e.g., with tables or tape) to increase space between employees and customers.
5.5. Assign Personnel to ensure that the customers refrain from entering the stall to maintain at least six-foot distance from one another at all practicable times.
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5.6. The Farmers’ Market must utilize security or other Personnel to ensure social distancing of patrons and compliance with other requirements.
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5.7. Place vendor stalls at least 12 feet apart to maintain the ability to keep Personnel and customers at least six feet apart, including when in line. Place barriers around the stalls so that customers can only gain access to the stall from the front of the stall and not from the back or sides of the stalls.
Click or tap here to enter text.

5.8. Place signs outside on the edge of the vendor stalls reminding people to be at least six feet apart, including when in line.
Click or tap here to enter text.

5.9. Place tape or other markings at least six feet apart in customer line areas inside the stall and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
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5.10. If practical, separate order areas from delivery areas to prevent customers from gathering.
Click or tap here to enter text.

5.11. Pre-bag popular items/quantities to reduce crowds and lines.
Click or tap here to enter text.

5.12. Have the vendor select and bag items for customers to avoid permitting customers to touch items.
Click or tap here to enter text.

5.13. If practical, have one person provide food items and a separate person handle payment to avoid unnecessary contact with produce or other food items.
Click or tap here to enter text.