



**DIRECTIVE OF THE HEALTH OFFICER No. 2020-07**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR PHARMACIES, FARMERS MARKETS AND STANDS, GROCERS  
AND OTHER SELLERS OF UNPREPARED FOODS AND HOUSEHOLD CONSUMER  
PRODUCTS, AND HARDWARE STORES**

**(PUBLIC HEALTH DIRECTIVE)**

**DATE OF DIRECTIVE: May 8, 2020 (updated May 15, 2020)**

**By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that certain Essential Businesses providing goods and services described below must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 6 of Health Officer Order No. C19-07c issued on April 29, 2020 (the “Stay-Safe-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect immediately upon issuance but provides for an implementation grace period requiring compliance by 11:59 p.m. on May 22, 2020, and this Directive remains in effect until suspended, superseded, or amended by the Health Officer, as further provided below. This Directive has support in the bases and justifications set forth in the Stay-Safe-At-Home Order. As further provided below, it also automatically incorporates any revisions to that order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.**

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS FOLLOWS:**

- 1. This Directive applies to all owners, operators, managers, or supervisors of any Essential Businesses that the Stay-Safe-At-Home Order permits to be open to the public in the City and County of San Francisco (the “City”) and that consist of any of the following:**
  - (a) a pharmacy as described in subsection 16.f.i of the Stay-Safe-At-Home Order (each a “Pharmacy”);**
  - (b) a certified farmers’ market or farm or produce stand as described in subsection 16.f.ii of the Stay-Safe-At-Home Order (each a “Farmers’ Market”);**
  - (c) any other facility or store that, as described in subsection 16.f.ii of the Stay-Safe-At-Home Order, is engaged in the retail sale of unprepared foods, canned foods, dry goods, non-alcoholic beverages, fresh fruits and vegetables, pet supplies, fresh meats, fish, and poultry, as well as hygienic products and household consumer products necessary for personal hygiene or the habitability, sanitation, or operation of residences (each a “Grocery Market”); or**



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- (d) a hardware store as described in subsection 16.f.xi of the Stay-Safe-At-Home Order (a “Hardware Store”).
2. Attached as Exhibit A to this Order are a list of best practices that apply to Pharmacies, Farmers’ Markets, Grocery Markets, and Hardware Stores (the “Best Practices”). This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Pharmacy, Farmers’ Market, Grocery Market, and Hardware Store must stay updated regarding any changes to the Stay-Safe-At-Home Order and this Directive by checking the City Administrator’s website ([www.sfgsa.org](http://www.sfgsa.org)) or the Department of Public Health website (<https://www.sfdph.org/dph/alerts/coronavirus.asp>) regularly.
  3. Each Pharmacy, Farmers’ Market, Grocery Market, and Hardware Store must, by 11:59 p.m. on May 22, 2020, create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”) addressing all applicable Best Practices attached to this Directive as Exhibit A. The Health and Safety Plan must address each requirement listed in the Best Practices, whether by describing the plan for implementing the requirement or indicating why the requirement does not apply. The Best Practices attachment is not itself intended to serve as the Health and Safety Plan, such as by having the Essential Business simply check off items that have been or will be done. Rather, the contents of the Best Practices must be adapted into a separate Health and Safety Plan. A form-fillable electronic document for this purpose is available online at [www.sfgsa.org](http://www.sfgsa.org) or <https://www.sfdph.org/dph/alerts/coronavirus.asp>, as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses the substance of all the listed requirements in the Best Practices.
  4. Depending on the nature of the Essential Business covered by this Directive, there may be certain people associated with the Essential Business that are subject to this Directive. Collectively those people are referred to by this Directive and the Best Practices as “Personnel”, and those people include all of the following who provide goods or services associated with the Essential Business in the City: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors (such as “gig workers” who perform work via the Essential Business’s app or other online interface); vendors who are permitted to sell goods onsite (such as farmers or others who sell at stalls in farmers’ markets); volunteers; and other individuals who regularly provide services onsite at the request of the Essential Business. This Directive requires the Essential Business to ensure that Personnel who perform work associated with the Essential Business are addressed by the Health and Safety Plan and comply with those requirements.
  5. Each Pharmacy, Farmers’ Market, Grocery Market, and Hardware Store subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12 issued on April 17, 2020), hand sanitizer or handwashing stations, or both, and disinfectant and related supplies to Personnel and to the public, all as required by the Best Practices. If any such Essential Business is unable to provide



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these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant operation, any such Essential Business is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.

6. Each Pharmacy, Farmers' Market, Grocery Market, and Hardware Store is required to take certain steps in the Health and Safety Plan related to its Personnel, including certain actions listed in Sections 2.1 through 2.4 of the Best Practices if Personnel are sick. Each Pharmacy, Farmers' Market, Grocery Market, and Hardware Store is prohibited from taking any adverse action against any Personnel for staying home in the circumstances listed in Sections 2.1 through 2.4 of the Best Practices. Personnel of each Pharmacy, Farmers' Market, Grocery Market, and Hardware Store are prohibited from coming to work if they are sick and must comply with the Directive, including the rules for returning to work listed in Sections 2.1 through 2.4 of the Best Practices.
7. Each Pharmacy, Farmers' Market, Grocery Market, and Hardware Store must (a) make the Health and Safety Plan available to a member of the public on request, (b) provide the plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the plan in any storefront or at the entrance to any other physical location that such Essential Business operates within the City.
8. Implementation of this Directive augments—but does not limit—the obligations of each Pharmacy, Farmers' Market, Grocery Market, or Hardware Store under the Stay-Safe-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 6 and subsection 16.h of the Stay-Safe-At-Home Order. The covered Essential Businesses must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safe-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

This Directive is issued in furtherance of the purposes of the Stay-Safe-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safe-At-Home Order, constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

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Tomás J. Aragón, MD, DrPH,  
Health Officer of the  
City and County of San Francisco

Date: May 8, 2020

**Best Practices for Pharmacies, Farmers' Markets, Grocery Markets, and Hardware Stores**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 6 and subsection 16.h of Health Officer Order No. C19-07c (the "Stay-Safe-At-Home Order"), each owner, operator, manager, or supervisor of a Pharmacy, Grocery Market, Farmers' Market, or Hardware Store that operates as an Essential Business in the City must, as further provided in Health Officer Directive No. 2020-07, create, adopt, and implement a Health and Safety Plan that addresses each item in each applicable section below.**

Directions: The Health and Safety Plan must address each item listed in each applicable section below. The first two sections include Signage, Education, and General Requirements that apply to each Pharmacy, Grocery Market, Farmers' Market, or Hardware Store. The remaining sections apply only to the listed types of such Essential Businesses.

The Health and Safety Plan must address each requirement listed below, whether by describing the plan for implementing the requirement or indicating why the requirement does not apply. The list below is not intended to be the Health and Safety Plan by simply checking off items as having been done. Rather, the Health and Safety Plan must be a separate document. A form-fillable electronic document for this purpose is available online at [www.sfgsa.org](http://www.sfgsa.org) or [www.sfcdep.org/covid19](http://www.sfcdep.org/covid19) (open the "Businesses and Employers" area of the "Information and Guidance for the Public" section), as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses all the listed requirements.

**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>.
- 1.2.*** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.
- 1.3.*** Post a copy of the Health and Safety Plan at each public entrance to the facility or location.
- 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.
- 1.5.*** Educate all Personnel of the requirements of the Social Distancing Protocol and the Health and Safety Plan that apply to them.
- 1.6.*** Update the Health and Safety Plan as appropriate while the Directive is in effect.

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**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.sfdcp.org/covid19](http://www.sfdcp.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.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

- 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](http://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.sfdcp.org/covid19](http://www.sfdcp.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-foot 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

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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.

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- 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](https://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

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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.
- 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>. Ensure that any shopping service run by the facility or location itself follows these rules and does not overwhelm other customers who are shopping.
- 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).
- 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.
- 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
- 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.

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- 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>.

**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.
  - 3.2. The Pharmacy should encourage customers to submit orders and payment in advance by phone or online.
  - 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.
  - 3.4. Discontinue the use of magazines and other shared items in waiting areas.
  - 3.5. Discontinue the use of self-serve blood pressure or other diagnostic equipment.
  - 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.
  - 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).
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.
  - 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.

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- 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 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.
  - 5.6. The Farmers' Market must utilize security or other Personnel to ensure social distancing of patrons and compliance with other requirements.
  - 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

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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.

- 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.
- 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.
- 5.10. If practical, separate order areas from delivery areas to prevent customers from gathering.
- 5.11. Pre-bag popular items/quantities to reduce crowds and lines.
- 5.12. Have the vendor select and bag items for customers to avoid permitting customers to touch items.
- 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.

**City and County of San Francisco Health Officer Directive - Attachment**  
***Handout for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted to Operate During the Health Emergency (May 8, 2020)***

Any business or entity that is subject to a Health Officer Directive to which this handout is attached (each “Business”) must give a copy of this handout to Personnel who work in the City outside their household during this emergency. Go to [www.sfgdcp.org/covid19](http://www.sfgdcp.org/covid19) for more info or a copy of this form.

**All Personnel:** If you work outside your household in the City during this local health emergency, then you qualify for a **free** test for the virus that causes COVID-19, *even if you have no symptoms!* Just go to **CityTestSF** at <https://sf.gov/get-tested-covid-19-citytestsf> to get more info and sign up for a free test.

**Part 1 – You must answer the following questions before starting your work every day that you work.**

You may be required to provide the answers in person or via phone or other electronic means to the Business before the start of each shift. If any answers change while you are at work, notify the Business by phone and leave the workplace.

1. Within the last 10 days have you been diagnosed with COVID-19 or had a test confirming you have the virus?
2. Do you live in the same household with, or have you had **close contact\*** with someone who in the past 14 days was diagnosed with COVID-19 or had a test confirming they have the virus?

If the answer to either question is “yes”, do not go to work and follow the steps listed in **Part 2** below.

3. Have you had any one or more of these symptoms today or within the past 24 hours, which is new or not explained by a pre-existing condition?

- |  |                           |
|--|---------------------------|
| • Fever, Chills, or Repeated Shaking/Shivering | • Loss of Taste or Smell  |
| • Cough  | • Muscle pain             |
| • Sore Throat                                  | • Headache                |
| • Shortness of Breath, Difficulty Breathing    | • Runny or congested nose |
| • Feeling Unusually Weak or Fatigued           | • Diarrhea                |

If the answer to Question 3 is “yes”, do not go to work and follow the steps listed in **Part 3** below.

**Part 2 –**

- If you answered **yes to Question 1:** you are subject to the Health Officer Isolation Directive. Do not go to work. **Follow Isolation Steps** at: <https://www.sfgdcp.org/Isolation-Quarantine-Packet>
- If you answered **yes to Question 2:** you are subject to the Health Officer Quarantine Directive. Do not go to work. **Follow Quarantine Steps** at: <https://www.sfgdcp.org/Isolation-Quarantine-Packet>
- Do not return to work until the Isolation or Quarantine Steps tell you it is safe to return!
- The meaning of **\*Close Contact** is explained in this document: <https://www.sfgdcp.org/Isolation-Quarantine-Packet>

**Part 3 – If you answered yes to Question 3:**

You may have COVID-19 and **must be tested for the virus** before returning to work. Without a test, the Business must treat you as being positive for COVID-19 and require you to stay out of work for at least **10** calendar days. In order to return to work sooner and to protect those around you, you must get tested for the virus. Follow these steps:

1. Contact your usual healthcare provider about getting tested for the virus, or sign up for free testing at CityTestSF <https://sf.gov/get-tested-covid-19-citytestsf>. If you live outside the City, you can check with the county where you live, get tested by your usual healthcare provider, or use CityTestSF.
2. Wait for your test results at home while minimizing exposure to those you live with. A good resource is <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
3. If your result is positive (confirms that you have the virus) go to **Part 2** above and follow **Isolation Steps**.
4. If your result is negative, do not return to work until you have had at least 3 days in a row without fever or other symptoms.

If you have questions about any part of this Handout, please call 3-1-1