



DIRECTIVE OF THE HEALTH OFFICER No. 2020-25

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR COOLING CENTERS**

(PUBLIC HEALTH DIRECTIVE)

DATE OF DIRECTIVE: September 4, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues service-specific direction that facilities and other location in the community where people can cool down during designated hot weather events (“Cooling Centers”) must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes guidance as provided under Section 8.m of Health Officer Order No. C19-07h issued on September 1, 2020 (the “Stay-Safer-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 This Directive goes into effect immediately upon issuance, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order and those listed below. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home 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 volunteers, Personnel, and members of the community who are involved with or utilize Cooling Centers.

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

- 1. The Stay-Safer-at-Home Order prohibits indoor public or private gatherings of people from different households (as described in Section 3.f of the Stay-Safer-at-Home Order). But that order allows for the operation of Cooling Centers within the City and County of San Francisco (the “City”) as Essential Governmental Functions (defined in Section 8.m of the Stay-Safer-at-Home Order) and as Healthcare Operations (defined in Section 8.g of the Stay-Safer-at-Home Order) as determined by the City through its departments. This Directive lists the mandatory requirements for the operation of any Cooling Center in the City under Sections 8.m and 11 of the Stay-Safer-at-Home Order, and no Cooling Center may operate except in compliance with this Directive and the attached guidelines. All people seeking respite from the heat inside a Cooling Center (“Visitors”) are also required to comply with this Directive.**
- 2. A Cooling Center may operate in the City during a Heat Event so long as it complies with all of the following requirements:**
 - a. Declared Heat Events Only. The Cooling Center is only allowed to operate during a declared Heat Event, as defined in Section 3.b below.**
 - b. General Cooling Requirements. The Cooling Center is only allowed to operate when offering Visitors a location that has features that allow it to provide a respite from hot temperatures elsewhere in the City. Subject to the limitations and requirements of this Directive, such features can include: central air**



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conditioning; window or portable air conditioning units; evaporative coolers; fans or other forms of air circulation; the provision of cold non-alcoholic beverages and/or ice; the provision of clean wet towels; and spaces that due to the building's design remain cooler than outside temperatures.

- c. **Screening.** A Cooling Center must screen all Personnel, volunteers, and Visitors on a daily basis using the standard screening questions attached to this Directive as **Appendix A** (the "Screening Handout"). A copy of the Screening Handout should be provided to anyone on request, although a poster or other large-format version of the Screening Handout may be used to review the questions with people verbally. Any person who answers "yes" to any screening question is at risk of having the SARS-CoV-2 virus, must be prohibited from entering the Cooling Center, and should be referred for appropriate support as outlined on the Screening Handout. Screening must occur before people enter the facility or location in order to prevent the inadvertent spread of the SARS-CoV-2 virus. Cooling Centers can use the guidance available online at <https://www.sfdcp.org/wp-content/uploads/2020/05/COVID19-Screening-Questions-UPDATE-05.26.2020.pdf> for determining how best to conduct screening.
- d. **Daily Log.** The Cooling Center must maintain a daily written log of all Personnel, volunteers, and Visitors in order to assist with case investigation and contact tracing if needed. The log should include contact information such as a name, telephone number, email address, and/or street address. For Visitors, participation in the daily log is voluntary.
- e. **Face Coverings Required.** A face covering is required of Personnel, volunteers, and Visitors who are age 2 or older while at the Cooling Center or in line outside consistent with the Health Officer Order No. C19-12c (the "Face Covering Order") and any future revisions to that order.
 - i. As required by the Face Covering Order, Personnel, volunteers, and Visitors who have a medical exemption to wearing a Face Covering must wear a Face Covering alternative such as a face shield.
 - ii. As outlined in the Face Covering Order, Cooling Centers should not exclude groups with children between the ages of 2-10 who refuse or are unable to wear a Face Covering, although wearing a Face Covering should be encouraged for those children.
- f. **Physical Distancing.** Visitors who do not live in the same household must remain six feet apart, regardless of whether wearing a Face Covering.
- g. **Cleaning Standards.** Cooling Centers must abide by minimum cleaning standards issued by DPH and available online at <https://www.sfdcp.org/wp-content/uploads/2020/03/COVID19-Disinfectants-Safety-FINAL-04.18.2020.pdf>. In addition, window-mount and other portable air conditioning units must be cleaned and undergo basic maintenance prior to being placed into service for use in a Cooling Center (including performing a cleaning if the air conditioning unit was already in service in the facility prior to use as a Cooling Center this year). And evaporative (swamp) coolers must



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be cleaned prior to being placed into service in a Cooling Center this year and maintained in strict accordance with the manufacturer's instructions including periodic replacement of the cooling pads.

- h. Room Capacity Limits.** Room occupancy in any location where Visitors are present must not exceed the lower of (1) those set by building code or (2) the number of people able to fit in the room with required physical distancing (approximately 113 square feet per person) as set forth by the United States Fire Administration online at https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html.
- i. Fresh Air Ventilation Standards.** The Cooling Center must meet or exceed applicable building code requirements for fresh-air ventilation of each space where Visitors are present via use of operable windows and/or mechanical ventilation.

 - i. Note 1 – Window security screens, gratings, or window stops installed after building plans were approved may reduce the amount of fresh air below code requirements. If these features impede air flow then they must be removed for the duration of Cooling Center operation.**
 - ii. Note 2 - Mechanical ventilation systems must not be modified by reducing fresh air intake volumes and increasing recirculation to increase cooling capacity. All reasonable attempts should be made to maximize the amount of fresh air provided by the mechanical systems.**
 - iii. Note 3 – Window-mounted air conditioners must be set to provide maximum (100%) fresh (outdoor) air if that setting is available. Such units must not be set to recirculate some or all of the room air.**
- j. Portable Fan Use.** At indoor temperatures under 90 degrees, portable fans (such as box or pedestal fans) may be used but should be positioned to minimize air being blown between Visitors from different households. At indoor temperatures of 90 degrees or over, portable fans must not be used.
- k. Other Restricted Activities.** Certain activities are higher-risk indoors and are not permitted at Cooling Centers. These include all of the following: singing; playing of wind or brass instruments; shouting or yelling; and use of shared activity equipment or items (such as board games, pool tables, etc.) unless the equipment or items are disinfected between each use with a cleaner that is designated by the United States Environmental Protection Agency as meeting criteria for use against SARS-CoV-2. A list of such cleaning productions can be found online at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>. Such cleaning products must be used in strict accordance with the product label and manufacturer's instructions, including but not limited to the manufacturer's specified dwell (wet contact time) for SARS-CoV-2, which can be obtained from the product manufacturer or found on the EPA list linked above.



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3. Definitions:

- a. As used in this Directive, the term “Cooling Center” refers to any facility or location that is set up in relation to a Heat Event to help people in the City stay cool and that welcomes Visitors for that purpose during the Heat Event. The term includes any facility or location organized by any governmental entity, non-governmental organization (“NGO”), faith-based organization (“FBO”), or business, and also any joint collaboration between any such entities or groups.

This Directive does not allow any business, organization, or entity that is separately prohibited by an order or directive of the Health Officer or by any guideline issued by the Governor or the State of California from operating in violation of that other order, directive, or guideline. By way of example and without limitation, this means that none of the following are allowed as Cooling Centers at the time of this Directive’s issuance: bars or restaurants serving food or drinks indoors; gyms or fitness centers allowing indoor fitness offerings; shopping malls operating indoor retail unless separately allowed by the Health Officer to do so; and movie or live theatres screening films or presenting productions indoors.

In addition, Cooling Centers are not allowed to charge a fee for admission, although they may collect optional donations.

- b. As used in this Directive, the term “Heat Event” refers to the time period in relation to which the City and the City’s Department of Emergency Management (“DEM”) declare an Extreme Heat Advisory or Extreme Heat Warning. Often Heat Events are forecast in advance, and the term “Heat Event” covers the actual period of the hot weather as designated by the City and DEM.
- c. As used in this Directive, the term “Personnel” includes all of the following people who provide goods or services associated with the Cooling Center in San Francisco: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); vendors who are permitted to sell or offer goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Cooling Center. “Personnel” includes “gig workers” who perform work via the business or entity’s app or other online interface, if any.
4. Each Cooling Center, before it begins to allow Visitors onsite, must create, adopt, implement, and post a written health and safety plan checklist (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Appendix B. In addition, each Cooling Center must have a Social Distancing Protocol checklist posted as required by Appendix A of the Stay-Safer-At-Home Order (Order No. C19-07h or any future version of that order), a copy of which can be found online at www.sfdph.org/healthorders. The Cooling Center must follow those requirements 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



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Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

5. Each Cooling Center must (a) make the Health and Safety Plan available to Visitors or Personnel on request, (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the Health and Safety Plan at each entrance to any Cooling Center site within the City. Also, each Cooling Center must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
6. If an aspect, service, or operation of the Cooling Center is also covered by another Health Officer order or directive (all of which are available at www.sfdph.org/healthorders and www.sfdph.org/directives), then the Cooling Center must comply with all applicable orders and directives, and it must complete all relevant Health and Safety Plan forms.
7. Each Cooling Center subject to this Directive must provide items such as Face Coverings (as detailed in the Face Covering Order), hand sanitizer or handwashing stations, or both, and disinfectant and related supplies to any of the Cooling Center's on-site Personnel, volunteers, and Visitors. If any Cooling Center is unable to provide these required items to on-site Personnel, volunteers, or Visitors or otherwise fails to comply with required Guidance, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant operation, any such Cooling Center is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.
8. This Directive 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. All Cooling Centers must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (www.sfdph.org/healthorders; www.sfdph.org/directives) regularly.

This Directive is issued in furtherance of the purposes of the Stay-Safer-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-Safer-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.

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

Date: September 4, 2020

City and County of San Francisco Health Officer Directive No. 2020-25 – Appendix A
Screening Handout for Weather Relief Centers (September 4, 2020)

Each Weather Relief Center must screen staff, volunteers, and Visitors prior to entry. Go to www.sfgcdcp.org/covid19 for more info or a copy of this form.

Part 1 – You must answer the following questions **every day** before entering this Weather Relief Center.

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 (see reverse side of this sheet)** 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** enter the Weather Relief Center and follow the steps listed in **Part 2** below.

3. Have you had one or more of these symptoms today (based on your age group) or within the past 24 hours, which is new or not explained by a pre-existing condition?

For ALL ages:

- Fever or temperature greater than 100.4F (38.0C)
- Sore throat
- Diarrhea

For ADULTS 18 years old or older:

- Cough
- Headache
- Loss of taste or smell
- Shortness of breath
- Body Aches
- Runny nose
- Chills
- Fatigue
- Nasal congestion

For YOUTH under 18 years old:

- New uncontrolled cough that causes difficulty breathing (for youth with chronic allergic/asthmatic cough, a change in their cough from baseline)
- Vomiting
- New onset of severe headache, especially with a fever
- Abdominal pain

If the answer to Question 3 is “yes”, do **not** enter the Weather Relief Center 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.

Follow Isolation Steps at: <https://www.sfdph.org/dph/alerts/covid-guidance/Guidance-Isolation-and-Quarantine.pdf>

- If you answered **yes to Question 2**: you are subject to the Health Officer **Quarantine** Directive.

Follow Quarantine Steps at: <https://www.sfdph.org/dph/alerts/covid-guidance/Guidance-Isolation-and-Quarantine.pdf>

- Do **not** socialize with others until the Isolation or Quarantine Steps tell you it is safe to return!

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

You may have COVID-19 and **must be tested for the virus** in order to know if you have 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>.
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 socialize with others until you have had at least **24 hours** without fever or other symptoms.

SEE REVERSE SIDE FOR MORE INFORMATION

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

City and County of San Francisco Health Officer Directive No. 2020-25 – Appendix A
Screening Handout for Weather Relief Centers (September 4, 2020)

Questions

What do I do if I answered “yes” to a question on the reverse side but am worried about staying home, where it’s too hot, too cold, or there are other concerns?

It is important that you take whatever steps you can to stay safe and healthy right now. You cannot enter the Weather Relief Center because you will put others at risk of getting the virus that causes COVID-19.

If you are feeling sick, you should talk to your healthcare provider. If you are feeling very ill, you may want to contact an urgent care center. If this is an emergency, you should call 9-1-1 or seek care from a hospital.

How do I know if I am a **Close Contact for Question 2 on the reverse side of this handout?**

In order to determine if you are a “close contact”, answer the following questions:

- 1) Have you been around another person who in the last 14 days either has or had a COVID-19 diagnosis or has or had a confirmed SARS-CoV-2 infection? (A “COVID-19 Positive Person”)
- 2) Were you around the COVID-19 Positive Person during the period any time between 48 hours before they had symptoms or had a confirmed infection and the time after their symptoms or infection resolved?
- 3) During that same period, did the COVID-19 Positive Person do any of the following:
 - a) Live or stay overnight with you;
 - b) Was your sexual partner;
 - c) Took care of you or allowed you to take care of them;
 - d) Stayed within 6 feet of you for more than 15 minutes (regardless of whether they were or were not wearing a face covering); or
 - e) Exposed you to direct contact with their body fluids or secretions (such as coughing or sneezing on you) while you were not wearing a face mask, gown, and gloves?

If you answered yes to all of 1), 2), and 3), then you are a “close contact”.

The meaning of **Close Contact** is explained in more detail in the Isolation and Quarantine Guidance, which is available online at <https://www.sfdph.org/dph/alerts/covid-guidance/Guidance-Isolation-and-Quarantine.pdf>

Health Officer Directive No. 2020-25 (Appendix B) Health and Safety Plan (issued 9/4/2020)

Each Cooling Center must complete, post onsite, and follow this Health and Safety Plan.

Check off all items below to show compliance and list other required information.

Business/Entity name:

Contact name:

Facility Address:

Email / telephone:

(You may contact the person listed above with any questions or comments about this plan.)

- The Cooling Center is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-25, available at <https://www.sfdph.org/directives>.
- The Cooling Center is only allowed to operate during a Heat Event declared by the City's Department of Emergency Management.
- The Cooling Center must screen all Personnel, volunteers, and Visitors before entry on a daily basis using the Screening Handout (Appendix A to the Directive). Anyone who answers "yes" to any of the screening questions must not be allowed in.
- The Cooling Center must maintain a daily written log with contact information of all Personnel, volunteers, and Visitors. Visitor participation in the daily log is voluntary.
- A Face Covering is required of all Personnel, volunteers, and Visitors at the Cooling Center consistent with the Health Officer's Face Covering Order (Order No. C19-12c).
- The Cooling Center will require that Visitors who do not live in the same household will remain six feet apart while onsite.
- The Cooling Center will follow the cleaning requirements listed in Section 2.g of the Directive.
- Room occupancy will be limited by the Cooling Center to the lower of those set by building code or the number of people able to fit in the room with required physical distancing (of approx. 113 square feet per person).
- The Cooling Center will meet or exceed applicable building code requirements for fresh-air ventilation for locations where Visitors are present. Fresh air intake must be maximized and window-mounted units should provide maximum outdoor air.
- If portable fans are used, they must be positioned to minimize air being blow between Visitors from different households and must not be used at indoor temperatures above 90 degrees.
- Singing, playing of wind or brass instruments, shouting or yelling, and use of shared activity equipment or items (such as board games, pool tables, etc.) are prohibited, except use of shared equipment or items may occur if they are disinfected between each use with an EPA-approved cleaner for use against SARS-CoV-2.

Health Officer Directive No. 2020-25 (Appendix B)
Health and Safety Plan (issued 9/4/2020)

- The Cooling Center will complete, post, and comply with a Social Distancing Protocol checklist as required by Appendix A of Health Officer Order No. C19-07h or any future version of that order, a copy of which can be found online at www.sfdph.org/healthorders.
- The Cooling Center will make this Health and Safety Plan available to Visitors or Personnel on request, provide a summary of it to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post it at each entrance.

Additional Measures

Explain: