



Riverside County Safe Reopening Guidelines **June 19, 2020**

This document will be updated as new Guidance is released

Businesses anticipating a reopening are expected to complete and implement a **Safe Reopening Plan** that addresses employee and customer health measures. The safe reopening plan does not require county approval, but businesses are encouraged to make the plan available so that the public and staff are aware of the precautions it addresses. Not all components of the plan are intended or expected of all businesses and a business may provide justification that a particular operational component does not apply.

Reopening Plan Components

Signage

The facility should indicate they have posted signage at each public entrance of the facility regarding the safety measures required for entrance. This component is expected of all businesses. Riverside County officials urge everyone to follow the state's face covering requirement. Businesses may also consider signage advising individuals not to enter with a cough, fever or other illness. If the business plans to publicly display the safe reopening plan, it should be posted or offered at the entrance(s) of that particular facility. Riverside County officials urge everyone to follow the state's face covering requirement to curb the recent increase in coronavirus cases, as well as support local reopening efforts.

Employee Health

This component is expected of all businesses.

The facility should indicate that:

- Copies of the employee health protocol(s) have been distributed to all employees.
- Employees have been told not to come to work if sick.
- Breakrooms, bathrooms, common areas and high-touch surfaces are regularly cleaned and sanitized.
- The business should post the anticipated cleaning schedule.

- Handwashing stations are available to employees. The business should post the facility handwashing locations. These may include functioning sinks in existing bathrooms or breakrooms.
- Teleworking opportunities have been maximized, as appropriate to the business and job function.
- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf ;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWKKvujEvJLBIS-GljNK1 uIWPUWWs\$
- Employee workstations have been separated by panels, partitions or at least six feet of physical distance, as appropriate to the business class.
- Adequate and suitable protective gear is available to employees, as appropriate. The business should provide the items and level of protective gear, including job-appropriate personal protective equipment (PPE) and training for its use if necessary.

If the facility indicates that a particular measure is not feasible or appropriate for the given business class, a brief justification is expected.

Client and Customer Health

This component is expected of all business classes, but facilities may choose which to implement as appropriate to the business class.

These may include any or all of the following:

- The facility has established a maximum number of clients and customers within the facility to reasonably maintain a six-foot social distance to the greatest extent practical. This occupancy limit must not exceed any pre-existing statutory limits, such as those set by the fire marshal or other regulatory agency.
- The facility determines to require that customers must wear facial coverings.
- The facility determines to offer curbside or outdoor service.
- The facility determines to place tape or other floor markings at and/or within customer queues to assist customers in maintaining a six-foot social distance.
- The facility has implemented separations between employees and customers, such as six feet of airspace or acrylic panels, such that contact is minimized except when required for business operations.

- The facility is offering services by appointment.

*The facility may indicate other measures implemented in their individual plan.

Guidance by Business Sector

State Guidance

The State of California has developed statewide industry guidance to reduce risk for various sectors. The link to the State guidance can be found at <https://covid19.ca.gov/industry-guidance/>

Those individuals that are over the age of 65 and/or have underlying medical conditions that are at increased risk of serious complications from COVID-19 are encouraged to continue to shelter at home or tele-work until such time that the State of California health experts deem otherwise.

Riverside County Guidance

The County of Riverside has developed additional guidance to supplement the State guidance for certain industry sectors. The guidelines in this document are best practice recommendations reviewed by industry peers and the Riverside County Department of Public Health and the County Executive Office. These recommendations are not intended to replace the guidelines of the State of California, the California Department of Public Health, the CDC or OSHA guides. These guidelines are intended to be practical in nature, and complimentary to over-arching guidelines. In the interest of the health of your workplace, your employees, and your customers, we recommend implementing those Public Health Measures that are feasible in your workplace.

A. OFFICE SETTING / PROFESSIONAL SERVICES

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf>
- <https://covid19.ca.gov/pdf/checklist-office-workspaces.pdf>

- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkKvujEvJLBIS-GljNK1 ulWPUWWs\$

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.

- Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Businesses are encouraged to offer contactless options for all points of a transaction. Create web-based service options for administrative paperwork, contract execution, payment exchange, and so forth. Where contactless options are not possible, such as for keypads, cover them with clear plastic or other barriers and regularly clean and/or change the covers as for other high-touch surfaces.
- Businesses are recommended to have a plan for instituting “line management” set up outside to manage crowding.
- Businesses should consider a plan to queue walk in clients in a “virtual line”. Encourage visitors to stay in their vehicles or outside until they receive a text alert advising them to enter.
- In kitchen or common areas, businesses should encourage disposables, as opposed to dishes when available.
- Employers should consider policies that require employee breaks be taken off-site, outdoors, or in an area that promotes physical distancing.
- Businesses are encouraged to increase the frequency of their cleaning & deep cleaning schedules throughout the day.

Participants:

- Employers / Employees / Customers

B. RETAIL

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-retail.pdf>
- <https://covid19.ca.gov/pdf/checklist-retail.pdf>

- State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf ;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkKvujEvJLBIS-GljNK1_uIWPUWWs\\$](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf)

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).

- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Retail Businesses should continue to adopt any practices that help minimize the need to shop in store by providing delivery, online, or curbside opportunities.

Participants:

- Employers / Employees / Customers

C. MANUFACTURING

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-manufacturing.pdf>
- <https://covid19.ca.gov/pdf/checklist-manufacturing.pdf>
- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/ https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf) ;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkqvujEvJLBIS-GljNK1 ulWPUWWs\$

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference.
 - Manufacturers who have an office setting will need to consult the Guidance section for Office Spaces.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State’s six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).

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- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Businesses are further recommended to consider changes to operational or production line SOP's to accommodate fewer employees working in any one station, at the same time.
- Businesses should consider eliminating the need for employees to share tools. When tool sharing is required, ensure tools are disinfected between each person's use; and more frequently, as appropriate.
- Businesses are encouraged to place multiple hygiene stations and PPE or gear don/doff stations accessible to employees.
- Businesses should have a plan for minimizing germ spread when receiving or shipping deliveries, with limited interaction.

Participants:

- Employer / Employees / Vendors / Visitors

D. RESTAURANTS, WINERIES, & BARS

This section collectively pertains to: restaurants, brewpubs, craft distilleries, breweries, bars, pubs, and wineries. This guidance is not intended for concert, performance, or entertainment venues. Restaurants, bars, and wineries must discontinue this type of entertainment until these types of activities are allowed to resume modified or full operation.

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-restaurants-bars.pdf>
- In addition to the State's Guidance, the State cites that all events or gatherings that would bring together persons from different households, such as private parties, must be cancelled or postponed until further notice.
- The State cites that face coverings are required for any employee (e.g., server, bartender, manager, busser, food runner, etc.) who must be within six feet of customers or other workers. All workers should minimize the amount of time spent within six feet of guests.
- The State has issued guidance requiring the use of face coverings. State State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf) ;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkkvujEvJLBIS-GljNK1 ulWPUWWs\$
- Close dance floors and discontinue performances such as musical or dance acts that encourage large gatherings.

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference.

- Venues authorized to sell beer, wine and spirits to be consumed off premises should follow the guidance for retail.
- Producers of beer, wine, and/or spirits should follow the guidance for manufacturing.
- Venues that have game operations such as bowling alleys, pool tables, etc. Should follow additional guidance for family entertainment centers.
- Tasting Rooms of any sort should pay particular attention to the Section, "Additional Guidance for Tasting Rooms".
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
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 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.

- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Businesses are encouraged to continue any practices that help minimize the need to visit in person by providing delivery, online, or curbside opportunities.
- Businesses are encouraged to designate a greeter to manage the entry/exit door to ensure the safety, health and welfare of guests and employees. Touchless and germ-free entry encouraged, where available via any measure to promote a contactless entry or sanitized door handles, or hand hygiene stations.
- Businesses are encouraged to eliminate gatherings in wait areas by facilitating a virtual reception process. Guests enabled to check in via phone and are called or texted back when their appointed table is ready.
- Businesses are encouraged to continue to designate a location for pick up and take out orders with hand sanitizer readily available.
- Businesses are encouraged to work with their City or County office for Temporary Use Permits, expanding dining areas outside of normal food & beverage zones.
- Designate specific employees to work exclusively on cleaning and sanitizing high trafficked areas, and frequently touched surfaces, in staff and customer areas.
- When feasible, provide each employee with their own set of tools or functional equipment to minimize "sharing" touched surfaces. When that is not feasible, have a cleaning protocol in place to ensure the cleaning and disinfection of shared items between each use.

Participants:

- Employer / Employees / Vendors / Visitors

E. HOTELS, & LODGING

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-hotels-lodging-rentals.pdf>
- <https://covid19.ca.gov/pdf/checklist-hotels.pdf>
- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/ https://www.cdph.ca.gov/Programs/CID/DCDC/CD](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CD)

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- Hotel, lodging, and short-term rental operations with large meeting venues, banquet halls, or convention centers should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation.
- Property managers, timeshare operators, and other rental unit owners and operators must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence until otherwise notified.

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference:
 - Venues authorized to host meetings and events will need to stop all such practices until further notice.
 - For the hotel office environment (executive offices, sales department etc.) please refer to the State of California Guidance: <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf>
 - For hotels with restaurants please refer to the State of California Guidance: <https://covid19.ca.gov/pdf/guidance-restaurants-bars.pdf>
 - For hotels with retail on property, please refer to the State of California Guidance: <https://covid19.ca.gov/pdf/guidance-retail.pdf>
 - For hotels with gyms and fitness centers, please refer to the State of California Guidance: <https://covid19.ca.gov/pdf/guidance-fitness.pdf>
 - For hotels with entertainment areas, please refer to the State of California Guidance: <https://covid19.ca.gov/pdf/guidance-family-entertainment.pdf>
 - For hotels with hair salons or barbershops, please refer to the State of California Guidance: <https://covid19.ca.gov/pdf/guidance-hair-salons.pdf>
Please note spas are not permitted to be open at this time.
- Hotel & Lodging establishments are also encouraged to consult guidance's and resources from Industry Associations such as
 - <https://calodging.com/resources/member-resources/clean-safe-guidance-hotel-industry>
 - <https://calodging.com/sites/default/files/inline-documents/covid-19/CHLA-Hotel-Reopening-Guidance.pdf>

- <https://calodging.com/sites/default/files/inline-documents/covid-19/CHLA-Hotel-ReOpening-Guidance-Spanish.pdf>
- <https://calodging.com/sites/default/files/inline-documents/covid-19/CHLA-Hotel-Clean%2BSafe-Checklist.pdf>
- <https://calodging.com/sites/default/files/inline-documents/covid-19/CHLA-Hotel-Clean-Safe-Checklist-Spanish.pdf>
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.

- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Identify all guests as either “essential” or “non-essential” travelers and consider placing on one side of the hotel property, opposite from each other.
- Establish a practice of providing all new guests with a reference of local health ordinances and public health offices for reference as needed.
- Establish a plan with protocols for any instance wherein shelter in place orders resume
- Where possible, limit employees’ work to set service areas of the hotel. Avoid employees intermixing work efforts and areas as much as possible.
- Replace food buffets with in-room dining options or food to go.
- Consider removing a room from inventory for 24 hours after the last guest checked out.
- Establishments with Swimming Pools, Lap Pools, or Pool-Spa areas are recommended to implement the following:
 - Chaise lounge chairs to be sanitized after each use.
 - Cabana guest contact surfaces to be sanitized after each use.
 - Cabanas to be pressure washed and sanitized each night.
 - Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour.
 - Lifeguard stands to be sanitized upon rotation.
 - Any products (lotions) will be in individual containers.
 - Hand sanitizers will be placed in key locations around the pool deck and entry/exit points.
 - When possible one area will be created for entry, with a separate area for exit to the pool deck area.

F. SHORT TERM RENTALS

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-hotels-lodging-rentals.pdf>
- <https://covid19.ca.gov/pdf/checklist-hotels.pdf>

- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/ https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf) ;JSU!!GjtrDhXWud84!2TxydwCXPOVrNkFWcDpL-BeDSYv2wUqjNwWkKvujEvJLBIS-GljNK1 ulWPUWWs\$
- Short-term rental operations with large meeting venues, banquet halls, or convention centers should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation.
- Property managers, timeshare operators, and other rental unit owners and operators must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence until otherwise notified.
- Short-term rentals are allowed only in private homes or condos where the guest rents the “entire home” and is not sharing interior common areas (kitchen, bathrooms, living room, etc.) with the host. “Home-sharing” is not permitted at this time.

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will need to refer to additional guidance documents as a cross reference:
 - Venues authorized to host meetings and events will need to stop all such practices until further notice.
 - If a business has multiple aspects not addressed in the points above, the business should consult the Riverside County Industry Guidelines for any additional, applicable guidance as it may fit the business environment.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State’s six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.

- Riverside County encourages Short Term Rental Owners and housekeepers to follow the guidelines for safely disinfecting a short-term rental property provided by the Vacation Rental Housekeeping Professionals (VRHP) which is a part of the Vacation Rental Management Association (VRMA) - <https://www.vrma.org/page/vrhp/vrma-cleaning-guidelines-for-covid-19>.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Identify all guests as either "essential" or "non-essential" travelers and consider placing on one side of the hotel property, opposite from each other.
- Establish a practice of providing all new guests with a reference of local health ordinances and public health offices for reference as needed.
- Establish a plan with protocols for any instance wherein shelter in place orders resume
- For short-term rentals booked through Expedia (VRBO/Homeaway) additional guidance can be found at -<https://help.vrbo.com/articles/How-does-the-novel-coronavirus-COVID-19-affect-my-property>
- For short-term rentals booked through Airbnb, additional guidance can be found at - <https://www.airbnb.com/resources/hosting-homes/t/coronavirus-updates-34>. (These guidelines do not replace or revoke any local City ordinances with regard

to short-term rental lodging. Owners/Agents should review all current City ordinances as they apply to short-term rental lodging.)

- Clearly posted signage inside the property should notify guests of local City and County health orders and recommendations, including that they practice frequent hand-washing and physical distancing when leaving the property.
- Short-term rentals in gated communities, HOAs or other physical layouts with common areas area required to clearly post signage inside the property with HOA or community rules along with all applicable orders or ordinances governing the use of common areas and swimming pools.
- Vacation Rental owners, vendors and service team members will avoid entering the property, or guest rooms, while it is occupied.
- Any vendor, owner or service team member entering a property for a repair that is required to maintain the health and safety of the guests on the property will wear a face mask and gloves and will carry disinfectants to sanitize as necessary.
- All bed linen and laundry will be washed at a high temperature and in accordance with VRHP and CDC guidelines. Dirty linens will be washed and dried on-site, or if sent off-site will be bagged inside the property to eliminate excessive contact while being transported to the laundry facility. Off-site laundry will be returned to the home packaged in plastic wrap or other material.

Participants:

- Employer / Employees / Vendors / Visitors

G. GYMS & FITNESS FACILITIES

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-fitness.pdf>
- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/ https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf) ;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqiNwWkKvujEvJLBIS-GljNK1 uIWPUWWs\$

- This guidance does not apply to day care or child care services, youth camps, youth sports, team or contact sports, school and educational activities, and other public gatherings.
- Most organized activities and sports such as basketball, baseball, soccer, and football that are held on park fields, open areas, and courts are not permitted to the extent that they require coaches and athletes who are not from the same household or living unit to be in close proximity, which increases their potential for exposure to COVID-19.
- Fitness facilities with playgrounds should keep those areas closed until such facilities are allowed to resume modified or full operation
- Sauna's, steam rooms, and hot tubs should remain closed.

Riverside County Guidance:

- Fitness facilities that feature multiple aspects of their operation will need to consult additional guidance
 - Fitness facilities with daycare options should consult additional Daycare and/or Day Camps Guidance, as it applies
 - Fitness facilities with Group Classes should consult Recreational Activities Guidance
 - Fitness facilities with Retail sales should consult the Retail Guidance Document
 - Fitness facilities with aquatics should be sure to read the "Additional Guidance for Swimming Pools / Aquatics Venues" at the end of the Fitness / Gyms Guidance document
- Businesses that feature multiple aspects of an operation will need to refer to additional guidance documents as a cross reference
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Venues authorized to host meetings and events will need to stop all such practices until further notice.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).

- Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
- Face coverings must cover the nose and mouth.
- Employees should wash or sanitize hands before and after using or adjusting face coverings.
- Avoid touching the eyes, nose, and mouth.
- Face coverings should be washed or discarded after each shift.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Businesses should encourage individuals to bring their own towels, mats, and water, but should consider providing individual use alternatives.

Participants:

- Attendees / Vendors / Visitors / Guests / Employees / Operators

H. FAMILY ENTERTAINMENT

This guidance applies to bowling alleys, miniature golf, batting cages, arcades, movie theatres, and the like. This guidance is not intended for ice rinks, roller rinks, laser tag arenas, etc., where guests are less able to maintain physical distancing of at least six feet, where a

central part of the activity is circulating in the space, and which can accommodate a large number of guests who are mainly from different households.

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-family-entertainment.pdf>
- Movie theatres must limit capacity to 25% or 100 attendees, whichever is less
- Face coverings **required** for any employee who must be within six feet of customers (e.g., fitting and securing guests with safety equipment). All workers should minimize the amount of time spent within six feet of guests.
- State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf](https://urldefense.com/v3/https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf) ;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkqvujEvJLBIS-GljNK1 ulWPUWWs\$

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference:
 - Businesses that offer the service of food or beverage will need to consult the Guidance published for Restaurants, Wineries, & Bars.
 - Businesses that involve an office will need to consult the Guidance published for Office Settings.
 - Businesses that involve golf or recreational activities will need to consult the Guidance published for Golf and Outdoor Recreation.
 - Businesses that accommodate banquets or group gatherings will not be permitted to operate that aspect of their business until further guidance is provided.
 - Businesses operating a “drive in” component of their business will need to Consult Guidance for Drive-In Retail including Drive In Movie Theatres

- If a business has multiple aspects not addressed in the points above, the business should consult other sections of this document for any additional, applicable guidance as it may fit the business environment.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.

Participants:

- Attendees / Vendors / Visitors / Guests / Employees / Operators

I. CAMPGROUNDS & OUTDOOR RECREATION

The guidance does not apply to youth camps, youth sports, team or contact sports, school and educational activities, and other public gatherings.

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/guidance-campgrounds.pdf>
- The State has issued guidance requiring the use of face coverings. State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/_https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf_;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkqvujEvJLBIS-GljNK1 ulWPUWWs\\$](https://urldefense.com/v3/_https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf_;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkqvujEvJLBIS-GljNK1 ulWPUWWs$)
- Campgrounds with playgrounds, conference spaces, or meeting rooms should remain closed until further guidance is provided.
- Most organized activities and sports such as basketball, baseball, soccer, and football that are held on park fields, open areas, and courts are not permitted to the extent that they require coaches and athletes who are not from the same household or living unit to be in close proximity, which increases their potential for exposure to COVID-19. Members of the same household may engage in such activities and sports together.
- The California Department of Parks and Recreation has an online resource center for state parks and operational updates, including safety information, are available for national parks on the National Park Service webpage.

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference.
 - Businesses that feature a food and beverage component should consult the additional Guidance for Restaurants, Wineries, & Bars
 - Businesses that feature a family entertainment activity should consult the additional Guidance for Family Entertainment

- Businesses that feature aquatics, ground & building maintenance, or laundry facilities should consult the additional Guidance at the end of the State's original guidance document.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State's six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.

- Businesses are encouraged to offer contactless options for all points of a transaction and exchange. Create web-based service options for administrative paperwork, contract execution, payment exchange, and so forth. Where contactless options are not possible, such as for keypads, cover them with clear plastic or other barriers and regularly clean and/or change the covers as for other high-touch surfaces.
- Businesses are recommended to have a plan for instituting “line management” set up outside to manage crowding.
- Businesses should consider a plan to queue walk in clients in a “virtual line”. Encourage visitors to stay in their vehicles or outside until they receive a text alert advising them to enter.
- Businesses are encouraged to create a system for tracking all customers and guests that interact with their establishment or activity, in the case that contact tracing efforts become necessary due to a positive COVID-19 case.
- Businesses should make effort to contact customers prior to their reservations with a text message, email, or referenced web page providing them with any pertinent information, orders, or expectations that apply to them as guests and customers.
- Where physical distancing is not possible, activity operators should accept reservations for household groups only.

Participants:

- Attendees / Vendors / Visitors / Guests / Employees / Operators

J. Personal Care Services

This section provides guidance for expanded personal care services, which includes personal care that requires touching a client’s face, e.g. facials, electrolysis, and waxing. This guidance applies to esthetician, skin care, and cosmetology services; electrology; nail salons; body art professionals, tattoo parlors, and piercing shops; and massage therapy (in non-healthcare settings).

State Guidance:

The State of California has issued guidance for this Sector, which is the basis for governing guidance. As a Riverside County business, you **must** familiarize yourself with State Guidance, available here:

- <https://covid19.ca.gov/pdf/expanded-personal-services.pdf>

- Employees & visiting guests **must** wear face coverings, during all interactions, except when the removal of a facial covering is necessary for the performance of a personal care services.
- State Guidance for the required use of face coverings can be found at [https://urldefense.com/v3/_https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf_;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkKvujEvJLBIS-GljNK1_uIWPUWWs\\$](https://urldefense.com/v3/_https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH*20Document*20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf_;JSU!!GjtrDhXWud84!2TxydwCXPQVrNkFWcDpL-BeDSYv2wUqjNwWkKvujEvJLBIS-GljNK1_uIWPUWWs$).
- Businesses that offer a variety of services, must consult the additional guidance at the end of the State Guidance document relative to:
 - Esthetician, Skincare, and Cosmetology guidance
 - Electrology Services guidance
 - Nail Salons guidance
 - Body Art, Tattoo, and Piercing guidance
 - Massage guidance

Riverside County Guidance:

- Businesses that feature multiple aspects of an operation will **need to** refer to additional guidance documents as a cross reference.
 - Businesses that feature a space that includes multiple areas with pool-spas, aquatics and such should consult guidance for swimming pools in both the State’s Recreation/Aquatics Guidance and in the State’s Guidance for Gyms and Fitness Facilities
 - Businesses that feature a food and/or beverage component should consult guidance for restaurants, wineries, and bars.
- Riverside County businesses are urged to require face coverings within the place of business; and to make sure that staff are properly trained on the State’s six points for Proper Use of Face Coverings:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.

- Businesses should be certain to abstain from any aspect of business that would promote the gathering of people from different households into a common area for an intended purpose.
- Businesses are further encouraged to remove promotional or merchandising displays that would encourage browsing/touching.
- Businesses are further recommended to:
 - Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
 - Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
 - Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).
- Businesses are encouraged to make disinfectant wipes, hand sanitizer, facial coverings and other forms of PPE readily available to patrons, at any place on the businesses premise that is conducive to high traffic, shared use, or common space.
- Businesses should refer to Cal-OSHA, and CDC guidelines for additional best practices and recommendations.
- Businesses are encouraged to offer contactless options for all points of a transaction and exchange. Create web-based service options for administrative paperwork, contract execution, payment exchange, and so forth. Where contactless options are not possible, such as for keypads, cover them with clear plastic or other barriers and regularly clean and/or change the covers as for other high-touch surfaces.
- Businesses should consider a plan to queue walk in clients in a “virtual line”. Encourage visitors to stay in their vehicles or outside until they receive a text alert advising them to enter.
- Businesses are encouraged to create a system for tracking all customers and guests that interact with their establishment or activity, in the case that contact tracing efforts become necessary due to a positive COVID-19 case.
- Businesses should make effort to contact customers prior to their reservations with a text message, email, or referenced web page providing them with any pertinent information, health reminders, and expectations that apply to them as guests and customers.

- Businesses must create policies and protocols around the use of pool-spas to effectively manage occupancy and to minimize germ spread.
- Businesses should ensure that, upon return to work, employees are cross trained in proper care and cleaning of equipment, tools, and linens; as well as training in how to interact with customers in a modified way to safeguard health and minimize germ spread.
- Businesses should strongly consider creating policies and protocols specific to services that require face to face interaction or may involve contact or exposure to bodily fluids.
- Businesses should create policies and procedures around the availability and care of shared lockers or spaces.
- Businesses should discontinue use of all types of self-serve stations, until further guidance from the State is provided.
- Businesses are encouraged to adapt or relax cancellation and rescheduling protocols for customers who should not maintain their appointments due to signs of sickness.
- Businesses are encouraged to schedule appointments with sufficient time between appointments to ensure that deep and thorough cleanings of each personal care room, space, or station is performed between customers.
- Businesses who accept walk in patrons must be sure to collect the complete contact information of each walk-in patron, to the same extent one would for a customer by appointment.

Participants:

- Vendors / Visitors / Guests / Employees / Operators