June 1, 2020

Subject: COVID-19 Temporary Use Permit Application Process for Restaurants

Dear Redondo Beach Restaurant Owners:

We realize the COVID-19 crisis has created a severe hardship for our local business community and that restaurants and businesses are eager to re-open as quickly as possible. We also understand that these are confusing times with information being released by various public agencies and the State of California. Please note that the City of Redondo Beach is following the lead of, and is under the jurisdiction of, the Los Angeles (LA) County Department of Public Health.

As of May 29, 2020, the State of California granted LA County a waiver to allow restaurants to open under limited dining operations. To address this waiver, the LA County Department of Public Health revised orders related to COVID-19 issued May 29, 2020 now expand restaurant operations to allow as essential businesses, “Restaurants and other food facilities that prepare and serve food. Restaurants and other food facilities that provide in-person dining must follow the Department of Public Health Restaurant Opening for On-Site Dining Protocols…”

The City recognizes that restaurants are faced with accommodating social distancing. During this public health emergency typical capacity would then be effectively reduced (per May 29, 2020 revised order reduced to 60% occupancy) within the current physical footprint. To address this capacity issue, the City may issue Temporary Use Permits (TUPs) to utilize the privately-owned parking areas and outdoor spaces of restaurants to appropriately distribute seating areas to accommodate emergency orders related to social distancing.

TUPs will be made available for restaurants re-opening under modified emergency orders in compliance with the City’s TUP process established in the City’s Zoning Ordinance. Per the City’s regulations, and to address the COVID-19 specificity of these requests, the following are applicable related to COVID-19 TUPs:

- **LOCATION:** TUPs may be issued to authorize temporary uses on private property and are not intended to regulate temporary uses in public parks or on public rights-of-way.
- **CRITERIA:** The criteria in determining the suitability and compatibility of a temporary use are as follows:
  - The operation of the requested temporary use shall have no adverse effect on abutting property or jeopardize public health, safety, and general welfare.
  - The site is adequate to accommodate the proposed use and shall include provision of off-street parking where feasible.
  - The time period and hours of operation for the temporary use shall be clearly specified. To address the concern of noise effects, the timeframe of the TUP area would be limited to no greater than the hours of 10 a.m. to 10 p.m., and may be further limited if site specific conditions demand it.
  - Provision shall be made for the removal, clean-up, and restoration of the site. This temporary use of the parking lot for dining space will only be for the duration noted on the TUP. After the TUP has expired, the site is expected to be returned to the operating conditions for the site prior to the COVID-19 public health emergency.
The temporary use will be located, operated and maintained in a manner consistent with the General Plan and with the use classification for the zone.

- **CHECKLIST**: The application process is through the Planning Division and shall include the following:
  - A TUP application form (see attached form).
  - An affidavit from the owner of record of the lot or parcel of the property authorizing the application (see attached affidavit form).
  - A site plan to include the following information:
    - All buildings and structures on the site.
    - Off-street parking spaces, driving aisles, and driveways.
    - The location and dimensions of the temporary use.
    - Such other data as may be required to demonstrate that the project meets the criteria. Examples include but are not limited to (similar provisions within the City’s existing sidewalk dining program):
      - Furniture plan – demonstrating that the TUP would not be to increase the total number of tables/patrons, but rather to provide a larger footprint to accommodate existing capacity
      - Lighting plan
      - Portable heaters
      - ABC approval (if alcohol is served outdoors)

- **FEE**: The applicant shall pay a $210 fee, as set forth by resolution of the City Council, unless otherwise suspended by the City Council during this public health emergency.

- **COVID-19 RE-OPENING PROTOCOL FORM**: The TUP regulations do have criteria regarding not jeopardizing public health, safety, and general welfare. To address this, the Community Development Department requires the restaurant to submit the LA County Department of Public Health required and approved Protocol for Restaurants Opening for On-Site Dining Form (see attached form), or as revised by LA County through the duration of the emergency, as part of their TUP application to demonstrate the commitment to protecting the public health, safety, and general welfare during the public health emergency due to COVID-19.

The purpose of the TUPs would be to accommodate the existing capacity of the restaurant while maintaining social distancing protocols. Therefore, the TUP would limit the expanded space to allow for the same capacity of tables/patrons as currently exists within the interior space of the restaurant. The intent of the TUP would not be to increase the total number of tables/patrons, but rather to provide a larger footprint to accommodate existing capacity.

It is expected that many restaurants requesting a TUP will intend to use a portion of their parking lot for the temporary dining space. Any parking not utilized should remain available for parking use for the site, where safe and feasible, with some temporary physical and visual barriers separating patrons from vehicles in place as determined necessary, as approved by the Fire Department.

This temporary use of the parking lot for dining space will only be for the duration noted on the TUP. All components of the area shall be removable and no permanent structures nor structures which would otherwise require a building permit shall be allowed. After the TUP has expired, the site is expected to be returned to the operating conditions for the site prior to the COVID-19 public health emergency.

The TUP regulations require that the operation of the requested temporary use shall have no adverse effect on abutting properties. Since this type of TUP use would be for outdoor dining that is not typically there, this temporary use would create added noise to the abutting properties.
properties. To address the concern of noise effects, the timeframe for of the TUP area would have limited hours.

These TUPs would be issued for the duration of the local emergency declaration that is based on a public health emergency due to COVID-19. A condition on the TUP would be compliance with Federal, State, and LA County rules.

There may be evolving issues that need to be addressed as the State, LA County, and Redondo Beach move through the various recovery phases. As those issues arise, procedures may be modified to address unforeseen circumstances.

For any questions or to submit your TUP application, send via email to Planning Analyst Lina Portolese at Lina.Portolese@redondo.org.

Sincerely,

Brandy Forbes, AICP
Community Development Director
APPLICATION FOR TEMPORARY USE PERMIT

Application must be filed a minimum of two (2) weeks prior to the event.

10-2.2520 Temporary Use Permits.

Purpose. Temporary Use Permits may be issued to authorize the establishment of temporary uses on private property and are not intended to regulate temporary uses in public parks or on public right-of-ways. Temporary uses shall not include live entertainment subject to approval by the City Council pursuant to Chapter 17 of Title 4 of the Municipal Code. Typical temporary uses include pumpkin and Christmas tree lots; carnivals and circuses; special outdoor retail sales promotions; and similar unique and infrequent or irregularly occurring events.

A TEMPORARY USE PERMIT CANNOT BE ISSUED WITHOUT THE FOLLOWING ATTACHMENTS:

1) SITE PLAN OF THE EVENT LOCATION  2) COMPLETED OWNER’S AFFIDAVIT CONSENT FORM

B

NAME OF THE EVENT: __________________________________________

ADDRESS OF THE EVENT: _______________________________________

DATE(S): ____________________________________ HOURS: _____________

PLEASE DESCRIBE IN DETAIL THE PURPOSE AND ACTIVITIES OF THE EVENT:

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

C

BUSINESS/ORGANIZATION OBTAINING THE TEMPORARY USE PERMIT: (PLEASE PRINT)

NAME: _____________________________________________________________

ADDRESS: ___________________________ CITY: __________ STATE: ________ ZIP: __________

AGENT/APPLICANT NAME: ____________________________________________

TELEPHONE NUMBER: (______) __________________________

D

DECLARATION: I, as applicant for a Temporary Use Permit, hereby agree to all terms and conditions of the Redondo Beach Municipal Code regarding Temporary Use Permits.

APPLICANT SIGNATURE: _______________________ DATE: ______________
OWNER’S AFFIDAVIT

Project address: ____________________________________________________________

Project description: ________________________________________________________

I (We) ____________________________, being duly sworn, depose and say I am (we are) the owner(s) of all or part of the property involved and that this application has been prepared in compliance with the requirements printed herein. I (we) further certify, under penalty of perjury that the foregoing statements and information presented herein are in all respects true and correct to the best of my (our) knowledge and belief.

Signature(s): ________________________________________________________________

_______________________________________________________

Address: _________________________________________________________________

_______________________________________________________

Phone No. (Res.) __________________________________________________________

(Bus.) _________________________________________________________________

Subscribed and sworn to (or affirmed) before me this _____ day of __________, 20____ by __________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

_______________________________________________________

FILING CLERK OR NOTARY PUBLIC

State of California )
County of Los Angeles ) ss Seal
Due to the continued rapid spread of the Novel Coronavirus (COVID-19) and the need to protect the most vulnerable members of our community, this protocol has been updated to align with the State Public Health Officer order to limit restaurants and other food facilities that prepare and serve food to outdoor dining, delivery, drive thru or carry out only. No indoor dining is permitted within restaurants or other food facilities. In addition to the conditions imposed on restaurants by the State Public Health Officer, restaurants must also be in compliance with these employee safety and infection control protocols.

Except as specified below, brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are to remain closed for onsite beverage or food consumption until allowed by the County Health Officer to resume modified or full operation. Brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are prohibited from contracting with a food vendor to resume operation. Brewpubs, breweries, tasting rooms and craft distilleries are approved for retail sales and manufacturing and must adhere to the applicable protocols.

Restaurants, bars, or brewpubs that possess a moderate risk or high risk restaurant public health permit may continue to offer sit-down, meals in an outside dining area which are prepared on site as allowed by the Health Officer Order, and in compliance with this Protocol. Bar counters are required to close. Restaurant and other food facilities should continue to offer and encourage takeout and delivery service to the extent possible.

This protocol is not intended for concert, performance, or entertainment venues that have on-site food facilities. These food facilities are to remain closed until they are allowed to resume modified or full operation through a specific reopening order.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website http://www.ph.lacounty.gov/media/Coronavirus/ regularly for any updates to this document and related guidance.

This checklist covers:
(1) Workplace policies and practices to protect employee health
(2) Measures to ensure physical distancing
(3) Measures to ensure infection control
(4) Communication with employees and the public
(5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All restaurants covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:
A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)

☐ Everyone who can carry out their work duties from home has been directed to do so.

☐ Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.

☐ All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.

☐ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker’s compensation for COVID-19, including employee’s sick leave rights under the Families First Coronavirus Response Act and employee’s rights to workers’ compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor’s Executive Order N-62-20.

☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer’s plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.

☐ In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.

☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees’ arrival. A temperature check should be done at the worksite if feasible.

☐ All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.
Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.

Face shields are provided and worn by wait staff and other employees when servicing customers not wearing a cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer’s droplets; face shields help protect the wearer from other’s droplets.

Face shields are to be used, cleaned and disinfected per manufacturer’s directions.

Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.

Employees are allowed time to wash their hands frequently.

Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.

Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.

All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.

Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.

Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:

- Break rooms
- Restrooms
- Other

Disinfectant and related supplies are available to employees at the following location(s):

Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

Copies of this Protocol have been distributed to all employees.

Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.

Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.

- Placing tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.

Food facilities offering food pick-up options or delivery are to ensure physical distancing practices are implemented for those customers in the queue when ordering or during pick-up.

On-site outdoor seating is subject to adhering to the 6 feet physical distancing requirements between...
customers at different tables.
  o Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
  o Onsite seating within an indoor food court is prohibited.
  o Entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey and live music and entertainment.
  o Restaurants may not host receptions, banquets, or other large gatherings.

☐ Expand outdoor seating where possible, in compliance with local planning and zoning codes.
☐ Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
☐ Design interaction between customers, delivery drivers and employees to allow for physical distancing.
  o Floors in and outside of the restaurant in areas when customers, delivery drivers or others may wait for are marked to enable and enforce physical distancing.
  o The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
  o Interactions between servers or other employees’ interactions and customers are limited to a maximum of five minutes per occurrence, where possible.

☐ On-site outdoor dining made by reservation or customers notified to call in advance to confirm outdoor seating/serving capacity, where possible. Contact information for party is collected, if practicable in the normal course of business operation, either at time of reservation booking or on site to allow for contact tracing should this be required.
  o Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.

☐ If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.

☐ Limit the number of guests at a single outdoor table. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and hosts must bring entire party to the table at one time.
  o On-site outdoor seating at a table shall be limited to no more than 6 people in the same party.

☐ Limited contact between wait staff and customers.
  o Install physical barriers such as partitions or plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
  o Limit the number of employees serving individual parties.

☐ Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
  o Require employees to avoid handshakes and similar greetings that break physical distance.

☐ Use barriers or increase distance between tables/chairs to separate employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.

☐ Operations have been redesigned, where possible, to achieve physical distancing between employees.
  o Kitchen and other back of house area’s floors are marked to reinforce physical distancing requirements.
Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
  o Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face coverings.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
  o Consider installing portable high-efficiency air cleaners, upgrading the building’s air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.

☐ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility’s plumbing with a fresh and safe water supply.

☐ Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it’s been closed.
  o Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.

☐ Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
  o Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
  o Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.

☐ Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.

FOOD SAFETY CONSIDERATIONS

☐ All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
  o Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
  o Thoroughly cook foods as required in the CRFC.
  o Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
  o Adhere to employee health and hygiene practices: Don’t work when ill; wash hands frequently; gloves used as required in the CRFC.
  o Ensure all food and food ingredients are from an approved food source.
  o Food preparation employees are discouraged from changing or entering others’ workstations during shifts.

☐ Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and cleaned and sanitized frequently.

☐ Areas where customers may congregate or touch food or foodware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
  o Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.
COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH
ORDER OF THE HEALTH OFFICER

APPENDIX I: Protocol for Restaurants—Opening for On-Site Dining

7/3/2020

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- Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
- Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.

- A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- Refilling beverages at the table or from common containers (e.g. pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.

FACILITY CONSIDERATIONS

- A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.
  - Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
  - All payment portals, pens, and styluses are disinfected after each use.

- Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor completion wherever possible.
- Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.
- Dishwashers that wash multi-use customer utensils are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.
- Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.

CUSTOMER SERVICE/OUTDOOR DINING AREAS

- Customers should enter through doors that are propped open (this will be evaluated for approval based on overall vermin exposure) or automated if possible. Hand sanitizer should be available for guests who must touch door handles.
- Customers are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
  - Customers may remove cloth face coverings while seated at a table and eating and/or drinking.
  - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.
Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.

Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.

Outdoor customer seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is sanitized between guests.

No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.

Takeout containers are filled by customers and available only upon request.

Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.

Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- Signage is posted that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19.
- Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:
Business Contact Name: ______________________________

Phone number: ______________________________

Date Last Revised: ______________________________